

Bikramjeet Mridha

Designing experiences for enterprise, consumer and AI

I simplify complex enterprise workflows into experiences people trust, aligning ethical design with business outcomes.

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Summary

Design professional with 8+ years of experience, including AI and data-rich enterprise products at Microsoft used by **300M+** people.

- **UX strategy:** turned ambiguous briefs into clear product direction and shipped them end to end, from information architecture to UI and code; cut an accuracy review from 20 steps to 1 click.
- **User research:** led interviews, usability studies, surveys and design sprints; reached 100% task completion for Copilot scheduling.
- **Leadership:** aligned senior stakeholders and cross-functional teams across India and the US through VP-level reviews and working prototypes; mentored designers and interns.
- **Design systems, data and AI:** built Fluent 2 design systems, data visualizations and accessible conversational and agentic AI experiences.

Experience

Product Designer II

Sep 2023 – Present

Microsoft India Development Center (IDC), India

Content Studio · Dec 2025 – Present

- Lead designer in India for an agentic content platform behind Microsoft's help surfaces (**8 billion** annual visits, **50K+** articles across 200+ apps), partnering with product, engineering, data science and research.
- Reduced confirming an article's accuracy from about **20 manual steps to 1 click** with Quick Accuracy Review, and shipped a dashboard that ranks accuracy issues by customer impressions toward a 90% accuracy goal; adopting content sets grew from **9 to 29** in two months.
- Defined an action-first, AI-ready information architecture and led the research synthesis that now frames the roadmap.
- Aligned India and US product leadership, engineering and data science through weekly decision syncs, twice-weekly office hours and durable design specifications; presented a version 2 agentic vision prototype to skip-level leadership.

Scheduling in Microsoft 365 Copilot Chat · 2025

- Designed natural-language meeting scheduling in Copilot Chat (rich cards, a scheduling widget, polls and multi-turn flows), achieving **100% task completion** in moderated usability testing and passing responsible AI, privacy and accessibility reviews to worldwide release.
- Aligned senior leadership across India and US teams: unblocked a stalled approval by presenting a working prototype to the Principal PM Manager and Engineering Manager ahead of a senior-leadership review, and brought PM, research and the global Copilot Chat core team onto one direction.
- Mentored designers on the team through the scheduling component cards and multi-turn flows, and handed the work over with a full knowledge transfer.
- Team results: **70%** of previously unsolvable scheduling scenarios now handled, **43%** of external-preview requests ended in a booked meeting, and **14K** polls created weekly worldwide.

Copilot in Outlook Calendar and AI Design Frameworks · Dec 2024 – Nov 2025

- Co-drove two VP-level design reviews and aligned India and Redmond design teams on the Copilot Command Center in new Outlook's calendar (**23.6M** monthly commercial users), shipped in spring 2025 with zero customer UX escalations.
- Defined calendar design frameworks and rich-content principles for Copilot experiences, adopted by 4+ feature teams across Outlook and Copilot Chat; earned a green flag in a senior-leadership AI business review.

Microsoft Places, Space Analytics and Design System · Nov 2022 – Dec 2024

- Owned the admin and space-analytics experience from first screens through private preview, public preview and general availability at Microsoft Ignite 2024: dashboards, heat maps, time-series charts, organization filters and drill-downs.
- Cut onboarding a room, floor or building from about **2 days to 2 hours**; within three months of GA, Places reached **10.7M** monthly users (+32%) and **18.3K** onboarded buildings (+1,300%), generating **$2.2M** in revenue with a further $42.3M in pipeline (program results).
- Shipped Places Design System v1 and Copilot Explain (AI summaries of analytics, 100% of users worldwide); aligned the India team with Redmond partners and five VPs, and set the quality bar through craft reviews and build audits, with zero customer UX escalations.
- Mentored a design intern and onboarded a new team member through a "Places 101" program.

Designer

Dec 2021 – Aug 2023

Microsoft India Development Center (IDC), India

Reimagining Microsoft 365 Groups in the New Outlook

- Led contextual interviews and usability studies (18 interviews, 14 usability participants, 40+ customers) and presented the synthesis at the Monthly Product Review; facilitated a five-day design sprint that produced 25 concepts.
- Designed Groups in the new Outlook for Windows (side pane, Groups home, first-run experience), shipped to internal release in an app that now serves **100M** monthly users.
- Designed compliance oversharing warnings for a strategic financial-services customer within six days, ahead of a fixed customer commitment; partnered with engineering on Fluent UI tokens across web, desktop and mobile.

Associate Interaction Designer

Aug 2020 – Dec 2021

HARMAN Connected Services, Bengaluru, India

Microsoft Outlook Groups, UX Designer (client engagement) · Apr 2021 – Nov 2021

- Part of the Microsoft Outlook Groups IDC team, shaping Groups in Outlook: folders support, and the distribution-list to Microsoft 365 Groups upgrade email campaign.
- Designed admin reporting and management for Microsoft 365 Groups and the ownerless-groups policy configuration in the Microsoft 365 admin center; converted to a full-time Microsoft role in Dec 2021.

HARMAN design studio and client projects · Aug 2020 – Mar 2021

- **Huemen Design System:** led user research, visual design, prototyping and testing for HARMAN's in-house design studio; praised across teams for usability, scalability and visual design.
- **HARMAN RCP:** remote healthcare monitoring platform for elderly users.
- **Syngenta Digital Twin:** integrated dashboards for monitoring production-line machinery in agricultural seed production, and business-insight dashboards for managers.

UX Design Intern

May 2019 – Jul 2019

1mg Technologies, Gurugram, India

Researched health search behaviour and designed improved condition search and symptom checking for the 1mg B2C mobile app.

Assistant Professor, Architecture

Sep 2016 – Jun 2018

Chitkara School of Planning and Architecture, Punjab, India

Taught and mentored 1,000+ undergraduate architecture students on their career paths, developing and delivering courses in architectural design, history of design, climate-responsive architecture and computer applications in architecture.

Education

Indian Institute of Technology (IIT) Guwahati — 2018 – 2020

Master of Design (M.Des.), Human-Computer Interaction / UX Design · CGPA 8.95

School of Planning and Architecture, Vijayawada — 2011 – 2016

Bachelor of Architecture (B.Arch.)

Tools

Figma, VS Code, GitHub Copilot, Claude, ChatGPT, Gemini, Azure DevOps, UserTesting, Framer, Adobe Photoshop, Illustrator, After Effects, Blender

Achievements, Leadership and Volunteering

- **Winner, Outlook IDC Hackathon 2022** for Milan, a Microsoft 365 Groups mobile app for consumers.
- Published UX guidance for richer Microsoft 365 Copilot outputs through the internal Fluent Design Community.
- Built an accessibility-review Figma plugin at a hackathon to help designers catch accessibility issues while designing.
- Led a "Patents in Design" workshop for Microsoft IDC design teams (2026), helping designers apply a patent mindset while designing.
- Led VS Code and GitHub Copilot onboarding for the India design team and co-wrote the India design and research newsletter.
- Volunteer: Overall Coordinator, Ishanya IIT Guwahati Virtual Design Show 2020; Creative Coordinator, IIT Guwahati Research Conclave 2019.
- Secured **All India Rank 30** (Open) in the Common Entrance Exam for Design (CEED), 2018.