

SUMMARY

Product designer with 13+ years of experience, the last seven at Microsoft designing enterprise and AI products from early definition through launch. Led design for Computer Use in Microsoft Copilot Studio from private preview through general availability, then owned Knowledge, Tools, and Memory authoring for Microsoft's new Contact Center AI agents. Works closely with product and engineering, prototypes in code, and does best on ambiguous, technically complex problems.

EXPERTISE

AI & Agentic UX

Interaction design

Product strategy

Workflow & automation design

Code-backed prototyping

Design systems

Research partnership

Cross-functional leadership

Mentorship

EXPERIENCE



Senior Designer

Microsoft

Bellevue, WA.

2019 - 2026

AI agents and automation: Copilot Studio, Contact Center, and Power Automate, 2024 – 2026

- Design lead for Computer Use in Microsoft Copilot Studio, which lets agents operate websites and desktop applications the way a person would. Shipped the first release in under 100 days and led the design through Private Preview, Public Preview, and General Availability in May 2026.
- Designed the setup and safety model that made computer-using agents practical for enterprises to adopt: a hosted browser that removed machine setup, a dedicated credential store that keeps passwords out of prompts, and allow-lists that restrict where agents can act. The credentials design was featured in Power Platform Community Conference sessions.
- Designed natural-language authoring, testing, and human-in-the-loop states that show when an agent is working, waiting, or needs approval. Extended Copilot Studio's action-testing pattern to Computer Use and contributed it back to the shared design library; pushed for preview-before-commit on high-impact agent actions.
- Owned authoring for Knowledge, Tools, and Memory in the new Contact Center AI agent builder, including how makers add, edit, and remove each capability; all three shipped in Public Preview in September 2026. Designed a single build model for agents started from Contact Center or Copilot Studio, with shared configuration patterns across capabilities.
- Rebuilt the team's code-first prototyping environment, where most product design moved from Figma into VS Code, as a Microsoft-managed repository that passed internal security review. Integrated Fluent and Copilot Studio libraries, added AI-agent guidance files, automated pull-request checks, and documented components in Storybook; adopted by the team and partner teams.
- Built working, code-backed prototypes of agent workflow features such as evaluation, human review, and version rollback so partners could react to real interactions; created a version-control component other designers adopted.

Enterprise products and incubations, 2019 – 2024

- AI agent incubation:** Defined the MVP through a team-wide design sprint and research-backed story map. Designed agent memory experiences for makers and end users and aligned them with Microsoft 365 Copilot patterns, driving consistency with Copilot Studio.
- Supply chain (Dynamics 365):** Led design for a demand-planning incubation from discovery through Private Preview scope, then led order management, alerts, and inventory optimization for Intelligent Order Management and Microsoft Supply Chain Center.
- Customer Journey Orchestration (Dynamics 365):** Led design of the journey designer for a new marketing product and moved failing benchmark tasks to passing within about a month. Managed a team of 3–4 designers through the product's first preview.

TYLER WAIN

Product Designer • Issaquah, WA.

tw tylerwain.com **in** tylerwain  tylerjwain



Principal Interactive/Visual (UX/UI) Designer Dell EMC

Austin, TX. 2017 - 2019

- Led the creation of Clarity, Dell's design system, including accessibility, color, grid, and component guidance used across enterprise and consumer applications.
- Designed flows, prototypes, and shipped improvements for Alienware Control Center, Mobile Connect, and Data Protection.
- Led the design team's move from Adobe to Figma and helped hire designers.
- Dell Bronze Award for Clarity; Dell On the Spot Award; Spark Design Award as part of the Data Protection team.



Senior UX Designer Toptal

Concurrent remote engagement 2017 - 2019

- Led development of BASE, Toptal's design system, and defined a design process used across product teams.
- Simplified core onboarding, messaging, and hiring flows with product and engineering.



Senior UI/Visual Designer Liaison Creative + Marketing

Austin, TX. 2016 - 2017

- Led development of BASE, Toptal's design system, and defined a design process used across product teams.
- Simplified core onboarding, messaging, and hiring flows with product and engineering.



Front-end Developer & UX/UI Designer myRollCall

Austin, TX. 2015 - 2016

- Took the product from pitch deck to launched MVP.



Surface Designer TEAGUE

Seattle, WA. 2013 - 2015

- Cabin interior artwork and high-fidelity mockups for Boeing 737, 747, 777, and 787 customers.

EDUCATION



Georgetown University

Washington, DC 2019 - 2021

Master of Professional Studies
Design Management & Communications
School of Continuing Studies



University of Washington

Seattle, WA. 2006 - 2010

Bachelor of Arts and Sciences
Interdisciplinary Visual Arts
Minor in Architectural Studies