

Uche Oleru

Product designer for high-stakes decisions · *Enterprise and AI tools*

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SUMMARY

I design for the moments when stakes are high, turning complex systems into clear decisions. 4+ years in product design, most recently on enterprise and AI-assisted tools for incident response at Microsoft. Before that, the sole UX designer for a nonprofit financial-education platform.

EXPERIENCE

Microsoft · Product Designer 2

Sep 2025 – Present

- Led design of an AI-assisted triage experience that helps incident responders see which outages need attention first, and why each one was surfaced. Owned it from research through engineering handoff; released to production in May 2026.
- Designed and shipped dashboard indicators that flag when outage impact has recently risen and show whether responders have been notified or have acknowledged. In a small validation study, every participant said seeing direction closed a real blind spot.
- Unified three disconnected AI agent experiences into one management interface, defining how teams tell current, previous and draft versions apart before they publish. Version 1 shipped in 2026.
- Lead and sole designer for the iOS and Android incident app: clearer outage cards and better-placed response actions shipped. Reframed the brief from desktop parity to the response journey, with clear rules for actions a phone can't do yet.

Microsoft · Designer 1

Jun 2023 – Sep 2025

- Led design for an outage-dashboard redesign and event-based migration workflows, both released.
- Designed customer-impact widgets from user feedback, helping raise the outage product's customer satisfaction (CSAT).
- Collaborated on an AI-assisted outage summary that helped people get oriented without joining the live response call. A senior executive called it the Copilot capability he used most.
- Design partner on mobile outage features, including a widget.
- Created reusable table components for the dashboard redesign, adopted across incident-management and mobile experiences.

Dfree Global Foundation · UX Designer

Dec 2021 – Jun 2023

- Led research and design as the sole UX designer, also acting as product manager, for a financial-education learning platform serving underserved communities. Launched the redesign in October 2022.
- Interviewed six graduates, then ran a moderated usability study with six more participants to find navigation, accessibility and enrollment barriers.
- Redesigned enrollment around added security steps and still cut time on task 31% in testing, from 2:36 to 1:48.
- Cut navigation lostness (straying from the direct path) by 38% and raised the System Usability Scale score from 74 to 83.

EARLIER EXPERIENCE

Dfree Global Foundation · Impact Marketing Specialist

Jun 2020 – Dec 2021

Touched Media LLC · Founder

Feb 2019 – Nov 2021

EDUCATION

Texas A&M University-
Commerce

Bachelor of Science

SKILLS

Design: Product strategy · Interaction design · Information architecture · Design systems · Human–AI interaction · Figma
Research and craft: User interviews · Usability testing · Research synthesis · Journey mapping · Prototyping · Accessibility