



STEVEN KARRMANN

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SUMMARY

Senior product designer specializing in **AI-enhanced enterprise platforms** and **complex admin tools**. Experienced in leading **end-to-end design efforts** — from research through launch — to simplify workflows, improve usability at scale, and **reduce support burden for millions of users**. Skilled at **cross-functional alignment**, **platform extensibility**, and **delivering measurable impact across global ecosystems**.

EDUCATION

University of Washington – Seattle, WA

Masters of Science in Human Centered Design & Engineering

Sep 2018 - May 2020

Chapman University – Orange, CA

Bachelor of Arts with Program Honors, Magna Cum Laude

Aug 2013 - May 2017

(GPA: 3.856)

Major: Psychology (Human Factors research), **Minor:** Graphic Design

EMPLOYMENT HISTORY

Microsoft Corporation // Redmond, WA

2020 - 2025

Product Designer II

Mar 2022 - Aug 2025

- **Led UX for the redesign of the Manager Rewards Tool (MRT)**, an enterprise admin platform used by thousands of managers globally — unifying fragmented promotion and rewards workflows, increasing self-service usage, and reducing HR escalations by double digits
- **Shipped AI-driven self-help features** (justification review assistant, natural-language smart filtering) — enabling managers to resolve issues autonomously at scale and significantly reducing manual support load
- **Boosted usability benchmarks** (System Usability Scale score improved from 24.5 to 79.0) and increased adoption of self-service workflows, reducing manual support escalations during critical rewards cycles
- **Improved accessibility compliance** for MRT from Grade D → C+, mitigating accessibility-related support issues through structured audits, user feedback, and SME collaboration
- **Integrated Total Rewards Portal (TRP) updates into MRT redesign** to surface configurable reward snapshots and improve clarity around under-performers
- **Facilitated cross-functional alignment** through weekly workshops and **3x weekly design-dev standups** with HR, engineering, and legal — resolving edge cases, unblocking builds, and maintaining momentum across complex initiatives
- **Delivered 25+ scoped design solutions per semester**, including key flows and pattern updates; prototypes and interaction specs praised by the CHRO for clarity and impact
- **Co-led a 4-day Career Workshop with 20+ stakeholders** to define “Career at Microsoft,” producing personas, journeys, and opportunity areas that shaped MRT, Internal Talent Marketplace, and Role Library efforts
- **Improved pre-onboarding self-service success rate from 15% → 40%**, reducing global IT support tickets and earning multiple Beacon Awards
- **Mentored junior designers**, delegated ownership of scoped features, and grew team confidence and design velocity

Accomplishments & Awards:

- **FY23 Q3 & Q4 Beacon Award** – Pre-Onboarding Experience (boosted success rate from 15% → 40%)
- **FY23 Q3 Beacon Award** – GIVE Data Consent Portal
- **FY23 Q1 One Microsoft Award** – AskHR Virtual Assistant
- **FY25 Hackathon** – 1st Place “AI-Enabled HR: Unleashing Human Potential” & “HackingAIInspireMinds” (NILE project)

Product Designer

Aug 2020 - Mar 2022

- **Prevented \$1M+ in projected development and maintenance costs** by uncovering misalignment and successfully advocating for the shutdown of the flawed Career Conversations feature — praised by leadership and cited in promotion to Product Designer II
- **Proposed and shipped UX improvements** to Who+ and MyHub profile experiences, driving increased adoption and supporting broader OKRs
- **Strengthened design-engineering collaboration** through embedded QA support, design system education, and component advocacy
- **Supported Coherence toolkit improvements** and advised on pattern use across under-resourced projects
- **Championed inclusive design** by mentoring peers, amplifying diverse perspectives, and building a strong design culture from day one

SKILLS

UX Strategy & Systems: Human-centered design, UX strategy, System thinking, Cross-functional collaboration, Stakeholder workshops, Role-based permissions, Support diagnostics & admin tooling, Design systems, Accessibility (WCAG/508), Enterprise workflows, Cloud UX

AI & Interaction Design: AI-enhanced workflows, Contextual guidance, Natural-language input, Justification analysis, Agent-style UX

Research & Validation: Discovery workshops, User interviews, Contextual inquiry, Concept testing, SUS scoring, Usability testing, Insight synthesis, Usability benchmarks (SUS)

Developer-Centric Tools: Developer collaboration, Internal APIs, Configurable workflows, Permissions modeling, Extensible patterns, QA/engineering syncs

Tooling & Platforms: Figma, Miro, Microsoft Fluent UI, Modular systems, Platform extensibility, Prototyping, End-to-end design shipping (from research to global rollout)

Growth & Adoption Metrics: Measuring usage, retention, and self-service adoption; applying insights to refine support experiences