

Sayena Majlesein *(she/her)*

Principal Product Designer · AI & Agentic UX

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10 years of experience across consumer and enterprise products, now focused on human-centered, trust-first agentic and AI UX. I work on the problems that decide whether people actually use an agentic system: progress on long-running work, reversible actions, mid-flight steering, and clear boundaries for human control, so agents can run as autonomously as is safe. I lead and direct design, and I build the tooling myself: MCP workflows, evaluation agents, and React prototypes.

SKILLS

AI & Agentic UX: Agentic Experience Design · Human-in-the-Loop & Steering · Reversibility & Undo Design · Progress Legibility for Long-Running Work · Agent Trust, Safety & Red-Teaming · Responsible AI · Conversational, Voice & Multimodal Design

Research: Marvin (Automated User Testing) · Contextual Inquiry · Semi-Structured Interviews · Ethnographic Research · Diary Studies · Focus Groups · Heuristic Evaluation · Accessibility Testing · Surveys · A/B Testing · Experiment Design · Mixpanel

AI-Native Tooling: MCP Server Design & Integration · Copilot Studio / Agent Builder · Claude Code & GitHub Copilot · Synthetic-Persona Evaluation Agents · LLM Prompt & Context Engineering · Adaptive Cards (JSON) · React / TypeScript / React Native

Design: Interaction, Visual & Motion Design · Information Architecture · Design Systems · Rapid Prototyping · Design Ops & Mentorship · Secure by Design · Accessibility · Figma (+ Figma MCP, Figma Make), VS Code

EXPERIENCE

Principal Product Designer, Agentic Security & AI Experiences | Microsoft

Feb 2021 – Present

CELA (Corporate, External & Legal Affairs), Feb 2021 – Jan 2026 · Microsoft Security, Feb 2026 – Present

- Lead the design of Security Copilot's agentic experience layer, including session initiation and identity, role-based access control (RBAC) for agents, progress on long-running autonomous runs, mid-flight steering, reversible actions, and cost transparency, so security teams can safely grant agents more autonomy. Validated in internal preview with an estimated 35% reduction in analyst triage time, ahead of public preview in August 2026.
- Designed a composable, persona-aware recommendation surface that learns each user's jobs to be done, whether SOC analyst, admin, or threat hunter, and proactively surfaces next actions and feeds them to the agent, keeping humans in the loop throughout.
- Built a synthetic-persona and AI-simulated testing framework to red-team agent trust, transparency, and override behavior pre-launch, for an estimated 30% fewer live research cycles, surfacing edge cases traditional recruiting missed.
- Introduced MCP (Model Context Protocol) design workflows connecting Figma, VS Code, and GitHub Copilot against one live component state, for an estimated 25% faster design-to-development handoff.
- Owned Docufy, an AI contract lifecycle tool built on SharePoint Premium, end to end: the Word add-in for contract creation, AI playbook review, clause deviation analysis, and e-signature, plus the shared design strategy and trust standards across it and the SharePoint dashboard led by a partner designer. Built on Azure OpenAI with Azure Purview governing retention and eDiscovery, so every document stays inside the M365 compliance boundary, including during signing. Cut the time to digitize a contract type from 3 to 6 months down to under 14 days, avoiding \$300K to \$500K of engineering cost per type across 623 legacy templates and 1.5M agreements, and demoed it publicly at Microsoft Ignite 2023, where the design framework was adopted org-wide.
- Delivered the ExpenseGo MVP (Teams and mobile Copilot for expense) to 500 users, where OCR and LLM receipt matching cut manual review by about 5 minutes per report and auto-validated an estimated 50% of submissions; an Adaptive Card JSON design system also reduced front-end build time by 30%.
- Designed AI routing and auto-tagging for Legal Ease and Litigation Hold across 100K+ documents, cutting review time by 20% with under 3-second retrieval and high usability (System Usability Scale scores of 90 for requestors and 86 for admins), for an estimated \$475K+ and 1,000+ hours saved annually.
- Manage and mentor a cross-disciplinary team of 8 designers and researchers, partnering daily with PM and engineering on backlog grooming, feasibility, and shipping rather than through handoff. Co-led 3 MSD hackathon projects, 2 of which reached production, helping shape org-wide responsible-AI design standards.

Lead Product Designer, Passbook | Remitly

Sept 2019 – Feb 2021

Time Magazine's 100 Best Inventions of 2020

- Designed and launched Passbook, an AI-assisted, tri-modal banking app for immigrants, recognized in Time's 100 Best Inventions of 2020. Achieved 67% activation within two months.
- Designed the persona, dialogue flows, and interface for a bilingual (English/Spanish) assistant covering balances, card controls, statements, and payments by voice, text, or tap. This was pre-LLM intent design, where every failure mode and recovery path had to be anticipated rather than learned.
- Stood up Mixpanel instrumentation, traced a 28% proof-of-address drop-off, ran 10 follow-up interviews, and partnered with compliance to ship a mailed postcard verification path for customers with no acceptable document, directly lifting activation.
- Built the design system and a 5-day, data-driven process (research pool of 500, design-system management, analytics) that enabled up to 4 feature releases per week; motion and micro-interaction work lifted CSAT by 12%.

Lead UX Engineer, LearningWrite | Twenty Ideas

Feb 2018 – May 2018

- Designed and developed an AI-assisted grading tool for Spanish writing assessments, reaching 92% scoring accuracy versus 88% average human-evaluator agreement across 400+ writing samples.
- Created a React and TypeScript component library; led a 4-school pilot validating usability and adoption.

Senior Product Designer | CBT Nuggets

May 2018 – Sept 2018

- Optimized the B2B learner progress-monitoring experience by 40% through information architecture and visual/interaction design.
- Delivered final designs a month ahead of schedule through rapid high-fidelity prototyping and design research.

ADDITIONAL EXPERIENCE

Product & Visual Designer | DreamDrawing Studio (Tehran, Iran), Sept 2016 – Jan 2017

- Designed functional prototypes and design systems for an educational strategy game; ran a player workshop that drove a 90% approval rating ahead of Beta launch.

UX Researcher | Shahid Beheshti Cyberspace Research Institute, Sept 2015 – Sept 2016

- Worked with two graduate students to design an automated usability-testing platform (MATLAB) evaluating the accessibility of Farsi-language websites for elderly users, foundational research that shaped her later AI UX leadership.

EDUCATION

Master's in Human-Computer Interaction & Design

Sept 2018 – Sept 2019

University of Washington (6-month Master's capstone advised by Amazon AWS)

B.S. in Computer Science

Sept 2013 – July 2017

Shahid Beheshti University

AWARDS & LEADERSHIP

- Time Magazine's 100 Best Inventions of 2020: Passbook by Remitly
- Microsoft Ignite 2023: Docufy demoed publicly as part of the SharePoint Premium session
- Speaker, PUSH UX Conference 2025: "AI-Driven Process Change in UX"
- Community Engagement Director, IxDA Seattle, 2021 – 2024
- Design Mentor, ADPList, 2020 – Present