ZACH FINK | Lead Product Designer · Agentic AI · Enterprise UX

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SUMMARY

I am a product designer with 20 years experience in UX and digital design, with the last eight on Microsoft Azure product teams. I lead UX across Azure products for mission-critical workloads and agentic AI, designing systems that empower users to run complex enterprise applications and turn data into actionable insights delivered by workload-mapped agents.

I take design from vision to shipped experiences, setting direction for agentic experiences. I also lead at the program level: facilitating leadership offsites workshops, mentoring senior and principal designers across the company, and partnering with research and engineering to shape how our products get built.

EXPERIENCE

Microsoft · Senior UX Designer | Redmond, WA · Jul 2018-Present

END-TO-END EXPERIENCE DESIGN

- Lead UX designer for Azure's Workload Center for Oracle and SAP, owning end-to-end experiences for onboarding, managing, and monitoring complex mission-critical workloads now in private preview with four industry-leading adopters, including two Fortune 10 healthcare companies, a top-3 gaming and entertainment company, and a multibillion-dollar financial services firm.
- Lead UX designer for Azure's *Run Oracle* and *Run SAP* AI agent experiences, providing agentic capabilities including workload configuration and troubleshooting.
- Own collaboration with UX research as the product specialist, shaping research questions and hypotheses and turning insights into product pivots: shifting focus from configuration to troubleshooting, correcting agent entry-points, and adding visibility at key system pain points.

NORTH STAR-TO-SHIPPED

- Work featured at Microsoft Build 2026, Oracle AI World 2026, and Microsoft Ignite 2026, including a planned breakout session and Mark Russinovich's "Inside Azure Innovations" keynote.
- Lead design development of an agent-to-agent component for delegation from Azure's *Run Oracle* agent to an external partner's agent. Designed for extensibility, and now in collaboration with the design system team, working toward a core adopted Azure Copilot pattern.
- Independently develop a UX framework to govern the agent response experience, moving from unstructured information overload, to prescriptive templates, towards an adaptive content system north star. The first roadmap milestone has been implemented for the official Microsoft Ignite 2026 agent demo ahead of private preview, crafting response guidance through .md files in collaboration with engineers.
- Develop a scenario-driven design method, creating detailed synthetic scenarios, co-written with AI, that align product, engineering, and design around complex, technically viable details spanning traditional UI and chat-based AI.

UX LEADERSHIP AT PROGRAM LEVEL

- Design and facilitate multi-day workshops, including a design sprint for 20+ stakeholders at the senior product team offsite, co-planned with the senior leadership team, and a two-day UX workshop with research for a visiting partner team from India.
- Run 4 cross-company UX peer mentoring rings of ~6 senior-to-principal designers each since 2021, as well as mentoring other ring leaders.

Microsoft · UX Designer II & UX/UI Designer (Contract) | Jul 2018 – Sep 2022

- Lead UX/UI designer for the Azure Global team, spanning design systems and infrastructure experiences.

POP · Art Director (Contract) | Seattle, WA · Aug 2017-Jul 2018

- Led creative direction at this marketing agency for the F5.com redesign and digital rebrand; the Gap Inc. Newsroom website rebrand, editorial designs for health nonprofit, PATH; concept and production of Microsoft Azure social assets.

Rational Interaction · Lead Designer | Seattle, WA · Aug 2016-Jun 2017

- Led teams of 2-3 designers producing 100+ lead-generation campaigns and 1,000+ assets in FY17 for Intel, HP, Dell, Citrix, and Halliburton.

EARLIER ROLES

POP—Visual Designer (Contract), 2015-2016 · **Yesler**, Sr. Interactive Web Designer, 2014-2015 · **San Diego Gas & Electric**, Sr. Visual Designer, 2008-2014 · **Vital Source**, Interactive Designer, 2006-2008

SKILLS

Figma · prototyping · design systems and component design · interaction and visual design · HTML, CSS, JavaScript · AI-assisted prototyping (Claude, Claude Code) · video and motion design · concept-mapping · design sprints and workshops · mentoring

EDUCATION & TRAINING

- **Massachusetts College of Art |** BFA, Communication Design · Boston, MA
- **Nielsen Norman Group |** Usability Week · San Francisco, CA · 2013
- **School of Visual Concepts |** Typographic Design · Seattle, WA · 2017
- **School of Visual Concepts |** Color Design · Seattle, WA · 2018

BOARD & NONPROFIT

Artist Trust · Board member | Co-Lead: Vision & Stewardship Committee, Auction Committee, Executive Committee · Seattle, WA · 2025-Present