

TAJ LONG

PRODUCT DESIGNER | AI, CLOUD INFRASTRUCTURE & DEVELOPER TOOLS

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SUMMARY

Product Designer with 6+ years across product design, UX, and front-end development, currently designing complex cloud infrastructure and AI experiences at Microsoft Azure. Experienced leading ambiguous technical problems from discovery and customer research through interaction design, rapid prototyping, validation, and implementation. Background spans AI and agentic experiences, developer and infrastructure tools, enterprise software, design systems, and front-end development.

EXPERIENCE

Product Designer | Microsoft

Aug 2022 – Present

Washington, DC (Remote)

Complex Systems + Technical Product Design

Lead end-to-end product design for complex technical products, translating customer needs, cloud architecture, business goals, and engineering constraints into clear interaction models and experiences. Work spans Azure infrastructure, enterprise workloads, resource discovery, configuration, and operational workflows for technical users.

- Design workload discovery and management experiences for specialized enterprise workloads including Oracle, SAP, and Epic, spanning resource discovery, configuration, relationships, operational context, and recommendations.
- Partner directly with engineering to define technically constrained interactions including permissions, validation, edge cases, loading and error states, resource relationships, and implementation behavior.

AI + Emerging Interaction Models

Design and prototype AI-powered, agentic, and conversational experiences across Azure, exploring how Copilot and AI agents can support infrastructure discovery, investigation, recommendations, and action. Use rapid prototyping, coded explorations, and AI-assisted development tools to evaluate new interaction patterns and product opportunities.

- Prototype emerging AI and agentic workflows across Azure Copilot and collaborate with product, engineering, and research to determine where AI creates meaningful value within existing technical workflows.

Research + Product Strategy

Use customer research, usability testing, and structured product thinking to turn ambiguous problem spaces into clear product opportunities and design direction. Connect customer workflows, research insights, technical constraints, and business goals to product strategy and interaction decisions.

- Plan and conduct customer research and usability studies with cloud administrators, infrastructure engineers, systems integrators, and enterprise IT users; translate findings into product direction and interaction improvements.
- Facilitate cross-functional workshops and design sprints that align product, engineering, design, and research around shared mental models, hypotheses, and actionable product direction.

Prototyping + Engineering Collaboration

Partner with engineers from early exploration through implementation, using Figma, coded prototypes, and AI-assisted prototyping to make complex interactions tangible and evaluate approaches quickly. A front-end development background supports technical feasibility, edge-case reasoning, implementation collaboration, and design QA.

- Create and iterate on user flows, high-fidelity prototypes, and coded explorations to compare approaches, communicate nuanced behavior, and accelerate decision-making.
- Review implemented experiences for interaction quality, hierarchy, consistency, and fit-and-finish, partnering with engineers to resolve gaps between intended and shipped experiences.

Design Systems + Platform Experiences

Design within and contribute to large-scale design systems and platform experiences, balancing consistency, accessibility, visual craft, technical constraints, and evolving product needs. Collaborate with design-system and Fluent partners on reusable interaction patterns, components, and visual language that scale across Azure.

UX Designer | Microsoft Leap

Feb 2022 – Jul 2022

- Designed for the Azure Framework team, combining UX and front-end development experience with enterprise product design across platform patterns, accessibility, technical constraints, and customer needs.

Web Designer & Developer | ZeroFox

Dec 2021 – Feb 2022

Baltimore, MD

- Designed production-ready web and marketing experiences for a cybersecurity startup while developing the company website alongside a senior engineer, working across visual design, responsive web implementation, and technical collaboration.

EARLIER EXPERIENCE

UX Designer | Ascendly, LLC

Feb 2020 – Nov 2021

- Designed digital experiences for an education-focused business while teaching STEM, strengthening an approach to cognitive scaffolding, mental models, and designing for varied levels of domain expertise.

UX & UI Developer, Freelance | Cargado

Jan 2021 – Feb 2021

- Designed and developed responsive web experiences across UX, visual design, HTML/CSS, and front-end implementation.

UX & UI Developer Intern | Decisive Analytics Corporation

May 2020 – Aug 2020

- Designed and developed an interactive research tool using Angular, D3.js, and Adobe XD, working across UX, data visualization, and front-end implementation.

UX Designer | ITC Technologies

Jan 2019 – Dec 2019

- Transitioned from administrative operations into design, taking ownership of the company website and marketing materials for an education technology business.

SKILLS

Product Design: Interaction Design, UX/UI Design, Product Strategy, Information Architecture, User Flows, Prototyping, Visual Design, Responsive Design, Design Systems

Research: User Research, Usability Testing, Customer Interviews, Concept Testing, Research Synthesis

AI + Technical: AI Agents, Agentic Experiences, Azure Copilot, Cloud Infrastructure, Developer Tools, Enterprise SaaS, HTML/CSS, JavaScript, Angular, D3.js

Tools: Figma, Adobe Creative Suite, Claude, AI-assisted prototyping

EDUCATION

Bachelors, Urban Affairs – Saint Louis University