

Luisa Santo

iOS Engineer | Consumer Products & AI Experiences

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PROFILE

iOS engineer and Member of Technical Staff at Microsoft, working on GroupMe. Experience includes consumer apps, streaming UI, legacy refactoring, automated testing, accessibility and mentoring.

ENGINEERING EXPERIENCE

Microsoft: GroupMe iOS 2024 - present

- Owned iOS delivery of redesigned profiles and swipe navigation, contributing to an experience that GroupMe publicly reported exceeded 1.2 billion product-wide profile views in 2025.
- Implemented Copilot-powered streaming summaries with bounded caching, state and error handling, telemetry and tests; delivered progressive AI image loading.
- Built reusable UI automation, authored 63 UI tests and implemented fixes for 17 accessibility issues.

Microsoft: Teams iOS 2022 - 2024

- Refactored legacy post-meeting logic into Swift components and testable view models, coordinating changes with partner teams.
- Improved privacy-sensitive notification and file-handling behavior, and added post-meeting UI automation.

Microsoft: Developer Support 2021 - 2022

- Supported developer integrations across EMEA using Microsoft Graph, webhooks and bots; built onboarding resources and internal coordination tools.

Peacock: iOS Developer Apr 2020 - Mar 2021

- Contributed to the Peacock iPhone and iPad launch; implemented the highlights section and movie/show details UI.

Talkdesk: Software Engineer May 2019 - Apr 2020

- Contributed to a Ruby microservice before moving to iOS work on push notifications and Interface Builder; helped onboard new iOS engineers.

OTHER EXPERIENCE

Evaluated speech-to-text tools for CERN's archives, comparing feasibility and limitations. Taught app development with App Inventor at Girls Code (2018-2020) and block-based programming at Happy Code (2018-2019). Additional project work involving Sky and Comcast.

TECHNICAL LEADERSHIP

Mentored two interns across Teams and GroupMe in architecture, implementation and code review. Contributed to onboarding and shared engineering knowledge.

EDUCATION

Instituto Superior Técnico | MEng, Artificial Intelligence (2020); BEng, Computer and Information Sciences (2018).

TECHNICAL SKILLS

Swift, Objective-C, UIKit, Swift Concurrency, MVVM-C, REST APIs, WebSockets, caching, feature flags, telemetry, XCTest, UI automation, VoiceOver, accessibility and Git.

Product-scale source: GroupMe, 2025 Year in Review. Profile views are product-wide, not an individual growth claim.