

KESHAV RAGHAVAN

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EDUCATION

University of Texas at Dallas – Richardson, Texas

Bachelor of Science in Computer Science

May 2024

EXPERIENCE

Citibank – Dallas, Texas

March 2024 - Present

Digital Product Analyst - Mortgage

- Leading a cross-functional team managing 22 systems, resolving latency and API issues impacting 250+ users
- Built interaction flows for a GenAI auditing platform, improving reliability and accuracy by 29%
- Delivering \$330,000 in annual savings by optimizing archival storage on database platforms
- Implemented Glassbox and Adobe Analytics to enhance Citi Mortgage's digital experience analytics
- Collaborated with SaaS vendors to implement business tools that streamlined operations and overhead costs
- Spearheading the use of Agentic AI within the SDLC process, reducing developer engineering time by 60%
- Increased large-query performance by 42% using SQL stored procedures
- Coordinating with business, QA, and engineering to fix vendor issues, reducing platform downtime by 15%

Citibank – Dallas, Texas

June 2023 - August 2023

Summer Analyst – KYC

- Developed UI features on Citibank Online, strengthening customer security and fraud prevention
- Analyzed automotive sales datasets using Pandas and Tableau to reveal fuel-efficiency trends driving strategy
- Partnered with Citi's Voice of Employee committee to lead initiatives improving team communication

1051 Studios – Austin, Texas

May 2017 - December 2023

Founder

- Streamlined the process of buying a new home while offering rebates to customers
- Identified homebuilder pain points to prioritize high-value product improvements and customer satisfaction
- Developed applications for Austin Resource Recovery to improve yard waste pickup efficiency
- Presented at City Hall before city officials, winning a pitch contest

PROJECTS

Amazech Solutions LLC – Plano, Texas

August 2023 - December 2023

Lead – OnSked Web Application

- Verified deliverables met quality standards through comprehensive testing
- Implemented a frontend UI using React.js and Material UI, ensuring a smooth user experience
- Designed a custom backend service on Microsoft Azure using an Express.js RESTful API
- Optimized data storage and retrieval to enhance frontend responsiveness

SKILLS

Product Management: Agile Project Management, Jira, Figma

Frameworks/Languages: JavaScript, Next.js, SQL, Express.js, Azure, Python

Data Analytics: Tableau, Pandas