Rahul Keshava Ravi

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Experienced Relationship and Business Analysis Manager with a strong background in business operations, data analytics, and client engagement within the financial services industry. Proven track record of solving complex problems, streamlining workflows, and driving client-centric solutions through cross-functional collaboration. Adept at translating business needs into actionable insights and contributing to strategic decision-making and operational excellence.

EDUCATION

Illinois Institute of Technology, Chicago, IL   Jan 2023 — Dec 2024
MBA Business Analytics, GPA: 3.66
Awardee of Stuart School Dean's Scholarship, Beta Gamma Sigma
Relevant Coursework: Strategy & Innovation, Quantitative Modeling, Data Science and Analytics for Decision Making

Bangalore University, Bangalore, India   Aug 2015 — Jun 2018
BBA, GPA: 3.2
Relevant Coursework: Quantitative methods for business, Corporate Strategy, Marketing Management, and Banking Regulations and operations

SKILLS

Technical Skills: SQL, Tableau, Power-BI, Refinitiv Eikon, Bloomberg Terminal, Datascope suite, Teradata, IBM WATSON Studio, Jupyter Notebooks, Python, SAS, Decisions First Modeler, Mural for design thinking, Microsoft Office Suite (Excel, Word, PowerPoint, Outlook), Google Workspace (Sheet, Doc, Slide), Salesforce CRM solutions, MicroStrategy Reporting, Apache Zeppelin.

EXPERIENCE

Eurex - Deutsche Boerse Group   Chicago, USA
Key Account Manager - Derivatives Market Trading & Business Analysis   January 2025 – Present

- Served as the primary business contact for Trading Clients, High-Frequency Trading (HFT) firms, Banks, Hedge Funds, Proprietary Trading Firms, Independent Software Vendors, and connectivity providers, addressing complex business and operational issues related to exchange access and market data services.
- Responsible for revenue retention and maintaining a book of business worth $10mn in the US region.
- Conducted detailed business analysis to support client engagement, including renewing accounts, product demonstrations to C- level officers, requirements gathering, root cause analysis, impact assessments, and the documentation of business needs for new feature requests, regulatory changes, and connectivity enhancements.
- Leveraged advanced data analysis to develop subject matter expertise, improve client segmentation strategies, optimize workflow efficiency, and enhance the discoverability and usability of derivatives market data across internal platforms.
- TBuilt and maintained strong relationships with Exchange Trading Participants, and Clearing Members to coordinate seamless trade processing, clearing, and settlement operations; supported change management initiatives related to market structure changes and regulatory process development.
- Managed complex, multi-stakeholder initiatives, ensuring timely delivery of client-facing and regulatory-driven projects through structured planning for trading software releases, risk management, and communication strategies.
- Led client communication efforts for the implementation of MiFID II and DORA regulations, ensuring clients were well-informed and compliant with updated onboarding, reporting, and operational resilience requirements.

Deutsche Boerse Group   Chicago, USA
Business Analyst - Fixed Income Derivatives Sales   March 2024 – December 2024

- Engaged with key clients and market participants at Futures Industry Association Conferences, gathering insights on their needs and fostering stronger client relationships.
- Presented monthly updates to the global head of FIC sales on FIC derivatives exchange-level volume, revenue, market share, and client on-boarding data.
- Analyzed exchange trading and clearing volume data to create insightful visualizations that helped the sales leadership team make informed decision-making.
- Assessed and reported on the impact of the extension of trading hours on volumes, liquidity, and market maker performance in Asian and US markets.
- In-depth analysis of European government bond yield spreads against German benchmarks, identifying the impacts of key economic and geopolitical events on bond performance using Bloomberg terminal.
- Employed advanced data analysis techniques to analyze volume trends within the key accounts (Banks like Goldman Sachs, Deutsche Bank, JP Morgan etc. & Prop Trading Firms like DRW, Transmarket, Optiver, etc.) by automating processes through VBA macros and using SQL queries to directly source data from multiple databases into Power-Bi.

London Stock Exchange Group   Bangalore, India
Analyst, Datascope Operations   August 2021 – December 2022

- Collaborated closely with a diverse range of clients, including Investment Advisors and Portfolio Managers from various brokerage houses, global banks, and investment institutions, to provide specialized expertise in LSEG-Refinitiv products for advanced financial data analysis.
- Built executive-level presentations with storylines that leveraged data-driven insights to inform clear business recommendations, supporting both internal stakeholders and external client engagements.
- Spearheaded conceptualization of optimal practices for a Numerical Data Architecture database, enabling efficient retrieval of equity and fixed income data through SQL prowess. Delivered extensive product insights regarding Datascope Onsite financial solutions and Refinitiv Eikon.
- Collaborated with global teams to maintain the accuracy and integrity of financial data across multiple platforms. Achieved a 10% reduction in customer complaints by incorporating market-driven metrics to enhance the customer service support system.
- Managed incidents via the LSEG-Refinitiv CRM application and Salesforce, creating actionable solutions within prescribed SLAs and KPIs, guided by a strategic direction.

Dell Technologies   Bangalore, India
Senior Associate, Business Operations   August 2018 – August 2021

- Streamlined and orchestrated collaboration between customer, sales operations, and factory stakeholders to streamline processes.
- Led and guided team members in achieving a seamless Duty-to-Area (DTA) to Special Economic Zone (SEZ) collection process.
- Supervised the comprehensive Sales Support and Supply Chain documentation operations catering to diverse customer segments, including commercial and enterprise clientele.
- Coordinated and contributed to the Finymics Business Process Improvement initiative, E-invoicing. Conducted in-depth Business Analysis for the automated invoice uploading component of GOV (Global Order Visibility).
- Performed duty-exemption operations for customers located in SEZ locations, Research Institutes, organizations, IT parks, and more.

PROJECTS

Quantitative Modeling Project in SAS   November 2023 - Completed

- Tackled a marketing challenge with pizza place datasets by employing SAS for robust analysis and reporting. Using econometric models regression analysis, CLogit, NLogit, and MLogit to deciphered complex datasets, obtaining actionable insights for strategic decision-making.
- The complexity stemmed from diverse datasets that encompassed customer preferences, sales trends, and market variables. Insights revealed correlations between promotional strategies and customer behavior, driving targeted marketing approaches. The actions were driven by insights into customer preferences, allowing tailored promotional strategies to increase sales.
- The project showcased proficiency in SAS applied various models, including regression analysis, time series modeling, and demand forecasting to unravel pivotal patterns. Actionable marketing strategies were proposed, including customized offers and seasonal promotions, to optimize sales and improve market positioning.
- Discovered that customer demand is influenced more by factors other than price, indicating low price sensitivity and flexibility in choices.

Data Visualization Project in Tableau   January 2024 - Completed

- Developed an interactive Tableau dashboard to analyze crime patterns and community demographics in Chicago.
- Integrated data sets from the Chicago Police Department and the City of Chicago, covering crime data from 2001 to the present, and detailed census information.
- Analyzed correlations between crime rates and various demographic factors such as foreign-born population, types of household, education levels, employment status, housing vacancy rates, and income.
- Designed visualizations to support data-driven decision-making for policymakers, enhancing transparency and accountability in community safety strategies.

CERTIFICATIONS

- Microsoft - Essentials in Business Analysis
- CPD Certified Diploma in Strategic Management - Alison
- National Registry of CPE Sponsored Project Management-National Association of State Boards of Accountancy (NASBA)