

# RAJ SAVLA

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## EDUCATION

Examination	University	School/Department	Start Year	End Year	Grade
Bachelor of Technology	IIT Bombay	Major Degree: Chemical Engineering Minor Degree: Industrial Engineering & Operations Research	2017	2021	8.26/10 8.25/10

## PROFESSIONAL EXPERIENCE

**Axis Bank Ltd.** | Product Manager – Digital Payments

[Aug 2021 — Present]

*UPI, Net Banking & IMPS – Managing key aspects of Customer Experience (CX), Merchant Experience (MX), IPO & UPI Autopay*

- Led **9 points rise in UPI CX score** in 7 months focusing on onboarding, transaction & servicing journey of customer for UPI
- Enhanced the phone banking (pre & post connect) experience, leading to **10 points increase in UPI servicing** journey score
- Drove a reduction in **UPI technical declines to 0.02%** leading to a significant improvement in UPI transaction experience
- Exercised a detailed root cause analysis to identify and fix gaps in UPI onboarding journey for customers on Axis Bank app
- Revamped the fund settlement process of Net Banking merchants with **potential savings of INR ~5M** monthly for the bank
- Streamlined IPO process as Sponsor Bank, leading to **30+ IPOs bagged worth INR 3.5B+** including the likes of Paytm & LIC

**Tortoise** | A Fin-tech start-up to make savings for large purchases | Founder's Fellowship Program

[Jul 2021 — Aug 2021]

*Among 65 fellows selected by the founders to assist them in the **0 to 1 journey of Tortoise**, learning first hand from them*

- Conducted **10 user interviews** and **5 user testing** with the prototype, providing meaningful insights to pivot before launch

**Nation with NaMo** | Internship | Summer Policy Associate

[May 2020 — Jul 2020]

*Awarded **Pre-Placement Offer** for exceptional performance; Worked on state-ranking model for **Prime Minister's Office, India***

- Assessed 250+ metrics across 9 fields of governance like infrastructure, healthcare, education, etc. to rank Indian states
- Conducted ranking-based detailed political analysis of 5 Indian states under a policy-stakeholder-impact framework

**Happy Financial Services** | Internship | Product Management Intern

[Apr 2020 — May 2020]

*Received a **LoR** from Head of Product for noteworthy contribution; Worked on **product lifecycle** and customer relationship*

- Reduced the **lead conversion time by 50%** by designing an automated sale workflow solution for loan disbursement
- Validated the proposed sales management solution on an open-source CRM with a target of **90% cost reduction annually**

## STUDENT LEADERSHIP ROLES

**President and Senior Student Consultant** | ShARE IIT Bombay | Global Leadership and Consulting Start-up

[Apr 2020 — Apr 2021]

*Spearheading a 2-tier team of 35 members, globally among 1000+ students from 50+ top universities of 20 countries*

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|-------------|--|
| Initiatives | • Instigated social media marketing campaigns & achieved a 900% y-o-y growth in online outreach in 2 months      |
|             | • Launched 'Skill of the Month' initiative to provide hands-on experience and promote practical learning         |
| Projects    | • Led a team of 4 to deduce a market size of USD 1.3B for the funding pitch deck of a staffing industry start-up |
|             | • Developed an ESG framework of 40+ metrics to assess the investment decision for venture capital funds          |

**Student Mentorship Program, IIT Bombay** | Institute Student Mentor

[Apr 2020 — Apr 2021]

*Selected (1 in 108) by the Dean of Student Affairs out of 300+ applicants based on SoP, peer reviews and interviews*

- Mentored 14 freshmen & 6 sophomores guiding them through academics, extra-curriculars & career growth at IITB

## EXTRACURRICULAR ACTIVITIES

Technical	<b>Language:</b> C, C++, MATLAB, R   <b>Script:</b> Python, Shell   <b>Tools:</b> MS Office, LaTeX, SQL <b>Software:</b> Tableau, AutoCAD, SolidWorks, DWSIM, OpenFoam, Unity 3D, Agisoft Photoscan, Arduino	
Certifications	• <b>Agile Product Owner Role:</b> Foundations & Techniques by Angela Wick on LinkedIn Learning	[2021]
	• Completed 32 hours of ' <b>Certified Business Analytics Practitioner</b> ' by Henry Harvin's Education	[2019]
	• Virtual Harvard Crossroads Program from HBS – ' <b>Entrepreneurship in Emerging Economies</b> '	[2019]
Scholastic	• Awarded branch change based on exemplary academic performance, top 10% among 1000+ students	[2018]
	• Secured an AP grade (5 in 466) leading to a consecutive stint as Teaching Assistant for 2 semesters	[2019-2020]
Conferences	• Represented India among 200+ students from 22 nations at Asian Science Camp held in Indonesia	[2018]
	• Amongst 10 students from IITB selected for the United Nations Young Changemakers' Conclave	[2018]
	• Nominated by KVPY to attend the Vijyoshi Camp among 1400+ budding scientists across India	[2017]
Accolades & Competition	• Awarded organizational Roll of Honor, the highest hostel award, for exemplary managerial skills	[2018]
	• Qualified as semi-finalist for Masters' Union Emerging Business Leaders out of 12K+ participants	[2020]
Creative	• Running a travel blog on Instagram with engagement of 5K & organic reach of 2M+	[2020]
	• Won the best design award, overall 5 <sup>th</sup> among 100+ students in XLR8, a bot-making competition	[2017]