UTKARSH SINGH RAWAT

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EDUCATION

UCLA ANDERSON SCHOOL OF MANAGEMENT   Los Angeles, CA
M.B.A., Full-Time Program, Technology Leadership & AI Specialization   June 2027
- *Honors*: Winner - 1st place at Tepper Tech Innovation Challenge 2025, UCLA Anderson MBA Merit Fellowship
- *Leadership*: Director of Admissions at South Asian Business Association, Riordan Scholars Mentor

INDIAN INSTITUTE OF TECHNOLOGY (BHU) VARANASI   Varanasi, India
Bachelor of Technology, Mining Engineering (Top 10%)   June 2019
- *Leadership*: Training and Placement Cell Representative - managed career outcomes of 100+ students

EXPERIENCE

SERVICENOW   Hyderabad, India
Senior Software Engineer | Software Engineer | Associate Software Engineer   June 2019 - June 2025

Product Management
- Defined and delivered a GenAI prototype for CRM use case using LLM and RAG-style retrieval pipelines, earning internal hackathon honors and Keynote showcase at Knowledge23 (Las Vegas), expanding reach to 5,000+ enterprise customers
- Conceptualized and prototyped vaccine distribution app based on Centers for Disease Control and Prevention whitepapers in a ServiceNow hackathon (ranked top 10%); later productized and deployed by NHS Scotland to vaccinate 5.5M citizens in 90 days
- Ideated with PMs, engineers and UX scoping use cases and prototype integrations, validating feasibility and scaling adoption 2.5x by extending applications in HR, Sales & Order Management and Automation Center Business unit roadmaps
- Developed versioning enhancement for Guided Decisions app from PM-sourced customer needs; secured architecture engineering design board approval, and optimized APIs/indexing, driving 2.3x adoption within a year
- Led end-to-end product lifecycle of a user-personalized recommendation feature by managing product specifications and story breakdowns, driving development, and overseeing app certification; awarded Llama Award for execution excellence

Cross-Functional Leadership
- Spearheaded search feature integration in recommendation generation by leading a team of 4 engineers in agile scrum, resulting in 62.5% reduction in clicks for discovery of helpful resources and improved case turnaround time for agents
- Co-invented US patent-pending recommendations framework with architects and UX designers, building backend and leading feature enhancements for CRM use cases that improved first-contact case resolution rates
- Collaborated with global engineering and ML teams to integrate recommendations for IT Service Management clients, driving 4× usage growth and 124 new account adoptions in 6 months
- Doubled product feature delivery speed by migrating app to store release cycle, benchmarking peer apps to implement best practices by partnering with Store app delivery team, enabling faster patches and improved release cadence

Data-Driven Impact
- Drove root-cause analysis of 64+ client issues leveraging SQL queries, Splunk logs & debugging tools by collaborating with PMs, support and product teams across globe (US, Dublin, Singapore etc.), accelerating fixes and restoring stability in live deployments
- Led performance improvement effort for incident creation page, collaborating with engineers to enable async recommendation generation and performance team to create tracking benchmarks and test improvements, reducing page load time by 60%
- Automated proactive case generation to inform customers about issues/outages proactively, bringing 41% reduction in case volumes and 19% reduction in inbound calls for Rogers Communications
- Analyzed customer audit and adoption data by partnering with PMs to enhance telemetry metrics for recommended actions, generating insights that gained senior leadership buy-in and influenced the product roadmap

WIPRO   Navi Mumbai, India
Project Trainee (Internship)   May 2018 - July 2018
- Saved estimated $1.1M annually and eliminated manual effort by examining cybersecurity monitoring operations and incorporating threat intelligence by devising an automation program using open-source threat feeds

ADDITIONAL

- *Technical*: Figma, Miro, Notion, GenAI, R, SQL, Tableau, Firebase, Java, Javascript, ServiceNow, Git, A/B Testing, Lucidchart
- *Courses*: Object-Oriented Design (University of Alberta - Coursera); Data & Decisions and Leading with AI (UCLA Anderson)
- *Interests*: Sketching and photographing cityscapes by day, and analyzing Scuderia Ferrari's race strategy by night.