KESHAV **RAGHAVAN**

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Professional Experience

Citibank　　　　　　　　　　　　　　　　　　　　　　　　　Irving, TX
Digital Product Manager, Mortgage　　　　　　　　　　　March 2024 – Present
• Maintained servers and collaborated with development teams to ensure system reliability and optimal performance for business users, supporting seamless application operations for 17 applications
• Used Figma to enhance UX across applications, boosting clarity and user engagement
• Led cross-functional alignment to support Citibank's mortgage platform, resolving change control requests and delivering actionable technical analysis to stakeholders
• Drove standardization of Citi-wide React components, aligning development efforts with product goals and cutting release cycles by 60% - enabling faster delivery of key features
• Defined UX and interaction flows for a GenAI auditing platform, improving explainability and human-in-the-loop review accuracy

Citibank　　　　　　　　　　　　　　　　　　　　　　　　　Irving, TX
Summer Analyst, KYC　　　　　　　　　　　　　　　　Jun 2023 – Aug 2023
• Collaborated with anti-fraud product team to implement Angular-based UI features; contributed to backlog grooming and sprint planning
• Conducted data analysis on automotive sales using Pandas to uncover fuel-efficiency trends
• Built Tableau dashboards to support product decisions and streamline
• Actively led and participated in team-building exercises and worked with Citi's Voice of Employee

Make a Nest　　　　　　　　　　　　　　　　　　　　　　Austin, TX
Frontend Developer　　　　　　　　　　　　　　　　Aug 2019 – Dec 2021
• Created to streamline the process of buying a new home while giving rebates back to customers
• Developed using React framework, utilizing a logon, logoff, and area to store houses
• Designed webpages using HTML/CSS and JavaScript
• Conducted intensive user research with homebuilders to identify pain points and inform MVP feature development; translated insights into product-level improvements

Projects

OnSked Web Application　　　　　　　　　　　　　　Aug 2023 – Dec 2023
• Facilitated project activities as a lead for a team of five, ensuring smooth transitions between project stages and verifying that deliverables were being done correctly
• Implemented a complex front-end UI using React.js and Material UI, ensuring a smooth user experience
• Designed a fully custom back-end service hosted on Microsoft Azure using an Express.js RESTful API for seamless data storage and retrieval to the front-end

Skills

Languages:	C++/C, Java, JavaScript, R, Swift
Product:	Product lifecycle, Stakeholder communication, Backlog grooming, User flows
Technologies:	React.js, React Native, SQL, HTML/CSS, Git, Figma, Jira

Education

University of Texas at Dallas
Bachelor of Computer Science