

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*: 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 Placement cell Representative, managed career outcomes of 100+ students; Fine Arts Cultural Council

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 governmental agency 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 design to define use cases and prototype products, 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 user insights; secured engineering design presentation approvals, and optimized APIs/indexing, driving 2.3x adoption within a year
- Owned full lifecycle by directing user-personalized recommendation feature development, managing product requirements, user stories & prioritization, and overseeing app certification; awarded Llama Award for excellence in execution

Cross-Functional Leadership

- Spearheaded search 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/AI teams to integrate recommendations for IT Service Management clients, driving 4x 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 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 optimization for incident creation webpage, 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, identifying data-driven decisions that gained senior leadership buy-in and influenced product roadmap

ADDITIONAL

- **Competitions (1st place, Tepper Tech Innovation Challenge 2025)**: Defined MVP for “Penny”, an AI assistant for PMs in the banking industry that augments product lifecycle discovery process. Managed defining user personas, wireframing with Figma, financial modeling and go-to-market strategy
- **Internship (Wipro)**: Devised automation using open-source threat feeds to eliminate cybersecurity division’s manual operations
- **Technical**: AI agents, GenAI, R, SQL, Python, Java, Javascript, ServiceNow, A/B Testing, Lucidchart, Figma, Miro, Jira
- **Courses**: Object-Oriented Design (University of Alberta - Coursera); Data & Decisions, Business Strategy and Leading with AI (UCLA Anderson); Network Security, Data Mining (IITBHU)
- **Interests**: Sketching and photographing cityscapes by day, analyzing Ferrari’s race strategy by night, both precise endeavors.