

Harshavardhini Gururaj

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Summary

Customer-focused Product Manager with 3+ years of experience building scalable AI-powered enterprise products. Brings customer insight, data & business judgment to drive products from discovery through launch & adoption.

Education

Carnegie Mellon University

August 2025 - December 2026

Master of Science in Software Management; GPA: 3.9/4.0

Anna University

August 2018 - May 2022

Bachelor of Technology in Information Technology; GPA: 3.8/4.0

Experience

Cloudflare | Product Manager Intern, Application Performance

May 2026 - August 2026

- Owned 0-to-1 product lifecycle of an **AI-powered Akamai-to-Cloudflare migration platform**, automating configuration translation to **accelerate customer conversion** from **6 months to 5 days** (~97%).
- Designed & built an automated **validation harness** for AI-translated CDN configurations, defining **quality criteria** to verify traffic behavior; **achieving >96% validation coverage** before production cutover.
- Drove enterprise **product adoption** by aligning **3+ cross-functional teams** and leading a high-stakes **demo** to **NVIDIA stakeholders**, securing **customer buy-in** to test ~1,000 CDN properties for migration to Cloudflare.

Citibank | Software Developer, Enterprise Product

August 2023 - July 2025

- Directed **product strategy** & execution for a centralized **enterprise intelligence platform**, aligning Data, Engineering & Operations to unify siloed data and **reduce** cross-system **reconciliation effort** by **80%** in 3 quarters.
- Led **customer discovery** through 45+ interviews quarterly & **OKR reviews** with the Product Director, **translating** unmet **user needs into roadmap priorities** using Opportunity Scoring; drove **95% user adoption** within a year.
- Initiated & **scaled** CitiSquad AI, a **GenAI developer productivity platform**, across 6 enterprise modules (IC), leading a proof-of-value pilot with AI & Engineering, to **cut review cycles** from **2 hours to 10 minutes**.

Citibank | Technology Analyst, Risk Platform

August 2022 - July 2023

- Defined **product vision & KPIs** for a **risk analytics platform** used by 200+ analysts, prioritizing capabilities for loss forecasting & risk assessment, while **driving monthly releases** with **99%** on-time delivery.
 - Spearheaded **product experimentation**, translating **user research** into A/B tests that optimized risk scenario modeling, **reducing risk analyst manual computations** by **60%** in 2 quarters.
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Projects

Donna AI | Voice Assistant for Legal Trials (1st place winner, New Agent Hackathon, October 2025)

- Built and launched the MVP of [Donna AI](#), a **voice-interactive AI agent** simulating opposing counsel; designed for product-market fit, leveraged Generative AI and LLMs, rapidly prototyped with **Figma** and **Vapi APIs** to enable real-time, interactive coaching; estimated to **reduce reliance on human** practice sessions by **~80%**.

LinkedIn | AI-Powered Resume Customization (October 2025)

- Led a team of 6 to build [LinkFit AI](#), an AI-driven tool delivering in-place resume updates and suggestions based on **user feedback**; prioritized via **RICE framework**, aligned with **North Star Metrics**, authored **PRD**, projected to increase job matching success by **30%**, informed by **20+ user interviews** and competitive analysis.

Datadog | Financial Analysis & Growth Forecasting (October 2025)

- Analyzed [Datadog's](#) business & financial performance using **SaaS metrics**, **market research** & **Balanced Scorecard**; delivered 3 solutions across AI observability & platform strategy; projected **26%** growth by 2027.
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Skills

Product: Product Strategy, Product Discovery, Customer Research, Product Requirements (PRDs), Prioritization, Roadmapping, Data-driven Decision Making, Problem Solving, Productization, Cross-Functional Collaboration

AI: Generative AI, LLMs, AI Agents, RAG, Prompt Engineering, LLM Evaluation & Validation, AI/ML Product Development

Tech: Python, Java, SQL, PL/SQL, REST APIs, GraphQL, MongoDB, System Design, Cloud Fundamentals

Leadership & Achievements

Citibank: Earned 4 performance awards + Red Carpet Award for high-impact delivery & contributions beyond role.

Toastmasters International: Organized workshops and events for 500+ members; drove leadership development.