# DANIEL RAAD

(+44) 7908 634434 • daniel-raad@outlook.com • [www.danielraad.co.uk](www.danielraad.co.uk) • London

## Experience

**Forward Deployed Engineer**                              **Palantir – Customer Success Services | Feb 2025 – Present**

- Designed and built a production agentic support workflow for Palantir product issues, now used across all support cases and reducing average Support Engineer response time from ~1 hour to 15 minutes.
- Led an initiative embedding configurable pro-code agents into customer deployments, enabling earlier issue triage and automated collection of key debugging context before issues reached central Foundry Support, reducing comment iterations on enabled issues by ~35% and improving the support experience for customers. This has evolved into a reusable marketplace of ontologized agent configurations, available across deployments.
- Built debugging tools in AI-FDE that help customers identify failures and performance issues in their Foundry architecture. This work underpinned the Linter Agent, which optimizes transforms across deployments, allowing customers to focus on expanding rather than managing avoidable cost (over £500,000 on one implementation)
- Built RAG tooling for AI-assisted support, including keyword and semantic search across Slack, Jira, internal documentation, a dedicated agent for codebase querying, and Grafana log search, accelerating troubleshooting across customer deployments, as well as being used across the company.

**Chief Technical Officer & Founding Engineer**                              **Conversify | Nov 2025 – Present**

- Co-founded and built Conversify, an AI-powered WhatsApp engagement platform helping SMBs improve customer retention and communication through automated conversational journeys and AI-driven campaign orchestration.
- Built production WhatsApp retention workflows and agentic tools that recommend and trigger targeted customer engagement campaigns based on customer and business context, with approval handled directly in WhatsApp.
- Designed and implemented the platform end to end, from React frontend and Python backend to a WhatsApp gateway, configurable flow engine, scheduler service, agent layer, and external integrations layer which enable us to connect to Booking and Point of Sales services for the businesses.
- Grew the platform to 6 customers, achieved Meta Tech Provider status, and partnered with Side Dish Media to support further restaurant deployments in the UK.

**Senior Software Engineer**                              **Lloyds Banking Group | Sep 2021 – Feb 2025**

- Progressed from Junior Software Engineer to Lead Software Engineer within the Cloud Platform organisation.
- Built ML and platform tooling, including a Python monitoring package adopted by 200+ data scientists, automating platform onboarding and delivering ~£400k in annual efficiency savings.
- Senior developer for the Internal Developer Portal, Backstage, from initial proof of concept through to production. Scaled the team from 3 to 10 engineers. Now utilized by 1000+ engineers and is the entry to cloud within Lloyds.

## Education

**BSc Computer Science, First Class Honours**                              **University of Southampton | Sep 2018 – Jun 2021**

**Dissertation:** Built reinforcement learning agents to optimise government policy during Covid (81%)

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**Skills:** Python, TypeScript, SQL, PostgreSQL, React, APIs, Docker, GCP, Kubernetes (CKA), LLM systems, agentic workflows, retrieval/search, tool-use agents, human-in-the-loop system – **Interests:** Ironman 70.3 training, martial arts, chess