

# DANIEL RAAD

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

## Experience

### Forward Deployed Engineer

Palantir – Customer Success Services | Feb 2025 – Present

- Built and deployed 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.
- Worked directly with enterprise customers to deploy configurable Support AI agents into live Foundry environments, enabling earlier issue triage and automated debugging context capture before escalation, reducing comment iterations on enabled issues by ~35% and improving the customer support experience. This evolved into a reusable marketplace of ontologized agent configurations adopted across deployments.
- Built debugging tools in AI-FDE that helped customers identify failures and performance issues in their Foundry architecture. This work underpinned the Linter Agent, optimizing transforms across deployments and removing over £500,000 of avoidable cost 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-native WhatsApp engagement platform helping SMBs improve customer retention and communication through automated conversational journeys and AI-driven campaign orchestration.
- Built production AI agents that analyze customer and business context, recommend campaigns, trigger outreach, and route approvals directly through WhatsApp.
- Architected and built the platform end-to-end across React frontend and Python backend, implementing a configurable workflow engine, scheduler, agent layer, and integrations with Booking and Point-of-Sale systems.
- 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 Senior 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), taking it from proof of concept to production, scaling the team from 3 to 10 engineers. Now used by 1,000+ engineers as the primary cloud entrypoint 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%)

---

**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