Rico Shukla

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Education

University of Texas at Dallas Expected December 2027

B.S. Computer Information Systems Technology - Minor in Finance GPA: 3.60/4.00

Coursework: Product Management, AI in Business, Business Analytics, Systems Analysis & Design

Honors: Comet Merit Scholarship - University of Texas at Dallas

Certifications: Professional Scrum Product Owner I (PSPO I) | Microsoft Azure Fundamentals (AZ-900)

Experience

Product Management Intern May 2026 - Present

Watts Water Technologies *Fort Worth, TX*

- Prioritized 40 controller requirements from 50+ interviews; secured leadership approval for Release 1.
- Managed Jira user stories and acceptance criteria; worked with Engineering to refine and validate product features.
- Built an Azure OpenAI/RAG assistant for 1,000+ feedback records; a 12-user pilot cut insight time 60%.
- Compared fault codes with plain-language diagnostics across 24 technicians, cutting identification time 28%.
- Automated Excel reporting, reducing preparation time 75%; built 5 Power BI dashboards for product insights.
- Reduced requirements review time 30% by mapping workflows across 4 teams and identifying 6 process gaps.

AI Integration Lead Aug. 2026 - Present

Ellison Fence - Industry-Sponsored Consulting Capstone *Dallas, TX*

- Advised a client on CRM options; mapped current/future lead-intake workflows and defined automation requirements.
- Built an AI-assisted lead-intake prototype to reduce manual entry, with duplicate checks and human approval.
- Tested 30 synthetic leads across 50 scenarios; cut intake from 8 to 4 minutes in controlled prototype tests.

Guest Advocate (Acting Front-End Lead) Sep. 2024 - Dec. 2024

Target *Frisco, TX*

- Coordinated 10-15 associates across checkout and Guest Services; resolved customer escalations at peak demand.

Projects

CampusConnect - Campus Event Discovery App | *Product Discovery, UX Research, React/TypeScript, Analytics*

- Uncovered discovery barriers through 24 interviews and 120 surveys; prioritized personalized recommendations.
- Ran 15 usability tests; improved task completion from 70% to 90% and reduced discovery time 36%.
- Launched a 100-student beta; tracked 40% four-week retention among 75 eligible students to guide iterations.

FinPilot - AI Financial Operations Copilot | *LLM Agents, LangGraph, Python/FastAPI, SQL*

- Built an AI invoice assistant with tool calling, deterministic validation, duplicate checks, and human approval.
- Tested 150 synthetic scenarios; improved task completion 78% to 92% and tool selection accuracy 86% to 96%.

Pathwise - AI Degree Risk Navigator | *Conversational AI, RAG, React/TypeScript, AI Evaluation*

- Built a source-grounded AI planner with academic rules to explain prerequisite risks and feasible degree paths.
- Piloted with 100 students; identified 92% of advisor-validated graduation risks and cut planning time 50%.

Community Involvement

Independent Volunteer Tutor | *Mathematics & Introductory Python* Apr. 2026 - Jun. 2026

Tutored 12 students for 120+ hours, adapting explanations to individual learning needs.

Community Food Bank Volunteer | *Food Distribution* Jun. 2026 - Jul. 2026

Coordinated with 6 volunteers to prepare 400+ family assistance packages.

Skills

Product & Delivery: Discovery, Roadmaps, Prioritization, Jira, User Stories, Acceptance Criteria, Agile/Scrum, UAT

AI & Engineering: Azure OpenAI/RAG, LLM Tool Calling, LangGraph, Python/FastAPI, SQL, React/TypeScript

Analytics & Design: Power BI, Excel (Power Query, DAX, VBA), Figma, User Interviews, A/B Testing, Lucidchart