

DARSH SHAH

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PROFESSIONAL EXPERIENCE (IN ORDER OF RELEVANCE)

Oct 2024 - Present	EPIC GAMES (<i>Unreal Engine; AI developer & creator tooling</i>) Strategy & Business Operations Building with AI Agents - Operate as a high-autonomy generalist who builds internal tooling alongside engineering, putting 20+ non-technical finance, product, and ops users on Claude Code with schema-aware agent skills that self-serve answers from Workday, Salesforce, and Databricks and retire analyst ticket queues across 10+ recurring workflows - Stood up a recurring cross-functional decision process linking Product, GTM, and Finance, turning roadmap, usage-threshold, and pricing trade-offs into one review that unblocked launch and budget calls - Designed the operating model and automated guardrails behind Epic's AI Creator credits platform, turning raw per-call cost and usage signals into launch rules and approval logic that removed ~\$25M in annualized margin risk - Built the close and QBR reporting dashboards for the creator ecosystem (royalty, licensing, bookings), giving leadership the operational visibility to reallocate budget, headcount, and investment	Remote
2021 - 2022	SHARECHAT (<i>Google-backed social platform, 180M MAU</i>) Special Projects & Business Operations (CEO's Office) - Owned an org-wide Salesforce rollout across ~400 sales users, scoping requirements from user interviews, supervising the build, and running trainings to 99% adoption in 3 months, making it the company's revenue source of truth - Led the launch and GTM of a new short-video ads business line, defining the customer value prop and roadmap and partnering with the AI-feed engineering team on prioritization to reach \$60M ARR within 6 months - Ran A/B tests on the self-serve B2B advertiser funnel with the product team and rebuilt the journey from the data, cutting drop-offs ~35% and adding 120K+ monthly sign-ups - Built customer operations from the ground up (JIRA service desk, Confluence self-service, support team, turnaround SLAs), cutting complaints 38%; earned an accelerated off-cycle promotion (top 1% of ~2,000)	Bengaluru, India
2017 - 2021	RAINSHINE ENTERTAINMENT (<i>Media/Gaming Investment Platform</i>) Corporate Development & Operations, Manager - Stood up a new long-form journalism business line (fiftytwo.in) from zero, securing a \$3M allocation, building the initial team and content pipeline, and setting the product strategy - Led a \$3M corporate-development investment into a regional streaming platform, scoping the market opportunity and building an offline subscriber-onboarding model to overcome low online-payment penetration - Drove post-merger integration across five acquired companies, renegotiating cost drivers and building a centralized system for group-wide resource-sharing that added \$2.5M in profit to reach break-even - Built a Python pipeline automating 10+ data sources into a central data lake, replacing manual reporting and standardizing decision data across the organization	Mumbai, India
2023	PASS+ (<i>Vertical SaaS platform, 25K users</i>) Chief of Staff (MBA Intern) Repriced three SaaS plans around usage, storage cost, and churn risk while owning the end-to-end customer migration, shaping \$500K in annualized EBITDA growth	Los Angeles, CA

EDUCATION

2022-2024	NORTHWESTERN UNIVERSITY KELLOGG SCHOOL OF MANAGEMENT Master of Business Administration (MBA) Concentrations: Strategy and Finance Dean's List Recipient GMAT: 770	Evanston, IL
2013-2017	INSTITUTE OF CHARTERED ACCOUNTANTS OF INDIA Chartered Accountant Cleared all exams in first attempt (top 1% across ~130k candidates)	New Delhi, India
2013-2016	NARSEE MONJEE COLLEGE OF COMMERCE AND ECONOMICS MUMBAI UNIVERSITY Bachelor of Commerce (Major in Finance) CGPA: 6.62/7.00	Mumbai, India

ADDITIONAL

Tools

- Claude Code, Python, SQL, APIs, Databricks, Retool, Tableau, PowerBI, Salesforce, Workday, GitHub Actions, Docker

Side Projects

- Personal writing harness: a multi-stage agentic pipeline (Claude Code skills) I built that takes a raw idea through gating, voice-matched drafting, and an automated fact-check into publish-ready essays at darshshah.xyz
- Cadence: a local-first, Whisper-powered desktop app I am building that turns rambling voice memos into clean, structured notes and action items, fully on-device