

KATAN CHETI

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AI PROGRAM MANAGER II

AI Product Strategy • Enterprise AI Systems • Fraud & Risk Platforms • ML Deployment • Workflow Automation

AI Program Manager with 7+ years building and scaling enterprise AI products from early R&D through production. Led the commercialization of an ML-powered fraud detection platform now deployed across 85+ institutions, generating \$7.5M in annual revenue while owning product strategy, enterprise delivery, customer implementations, and cross-functional execution.

AREAS OF EXPERTISE

AI Product Management | Fraud Detection & Identity Verification | Machine Learning | Enterprise SaaS | AI Workflow Automation | AWS Cloud Architecture | Predictive Modeling | Data Engineering | API Integrations | ML Deployment | Cross-Functional Leadership | Product Strategy & Roadmapping | Real-Time & Batch Processing | ETL Pipelines | SQL & Python | Generative AI & LLM Workflows | Customer-Facing Technical Leadership | Risk Mitigation | Enterprise Integrations | Stakeholder Management

Professional Experience

September 2025 to Present • N2N Services • Duluth, GA

AI PROGRAM MANAGER II

- Took LightLeapAI Orion from early R&D to a scalable SaaS platform generating \$4.1M in 2025 revenue with projected growth to \$7.5M in 2026, accounting for ~51% of company revenue growth during the expansion period.
- Personally led 30+ enterprise implementations while serving as the primary liaison between engineering, executives, sales, implementation teams, and customer stakeholders during high-risk deployments, escalations, and production go-lives.
- Rescued multiple at-risk customer implementations by redesigning integration strategies and simplifying workflows for highly customized environments, converting several strategic customers into long-term reference accounts.
- Led product roadmap prioritization for enterprise capabilities including SSO, custom model management, automated ID verification (Socure/GBG IDology), unified applicant views, risk-network intelligence, standardized SIS/ERP integrations, and automated fraud hold placement/removal workflows.
- Presented LightLeapAI's AI strategy and enterprise fraud platform at Ellucian eLive, CISOA, CSSO, HERDI West, NJCCC, and QuantumLeap, serving as the executive-facing technical lead for product vision, implementation strategy, and AI workflow architecture.

May 2024 to September 2025

ML ENGINEER

- Designed a multi-tenant AI fraud and admissions platform using AWS Lambda, SageMaker, S3, Postgres/RDS, DynamoDB, API Gateway, ECS, and event-driven pipelines to support real-time and batch fraud scoring, ID verification, case management, and automated hold placement.
- Designed and operationalized machine learning workflows using CatBoost, SageMaker endpoints, Amazon Textract, and Bedrock/Claude to power fraud detection, transcript OCR extraction, recommendation systems, AI-generated communications, and fraud decision summarization.
- Productized LightLeapAI's technical integrations with Ellucian CRM Recruit, Banner, Application Processing, and Colleague, enabling real-time fraud scoring, automated applicant remediation, and SIS synchronization across enterprise higher education environments.
- Built scalable AI infrastructure supporting fraud detection APIs, document processing pipelines, model inference services, and workflow automation used across production customer deployments.

August 2021 to May 2024 • Rent • Atlanta, GA

DATA ANALYST

- Collaborated with product and engineering teams to align on defined project goals and drive recommendation section's performance using advanced data analytics techniques, which increased performance by 6%.
- Led and mentored sales representatives, translating complex analytical findings and Tableau dashboard metrics into clear and concise presentations for potential clients that delivered optimal value propositions.
- Visualized mobile app activity using Tableau that allows product teams to easily identify deficiencies which led to a 3% increase in lead conversion and a 200% reduction in investigation time.
- Managed strategic implementation of updated tagging procedures with Comscore, Redfin, and internal teams, ensuring compliance with data collection and privacy laws for constant flow of competitive reporting.
- Produced a data analysis framework tracking the popularity of blog articles and the conversion of blog readers into leads for our properties, empowering the blog team to predict potential lead generation from their content.
- Led rebuilding, productionalization, and documentation of primary inventory tracking dashboard post-data disruption to ensure seamless workflow and earn recognition for proactive leadership.

March 2020 to July 2021 • Greenlight Financial Technology • Atlanta, GA

RISK ANALYST

- Automated team allocation reporting, generating \$150K annual cost savings via optimized staffing allocation.
- Crafted SQL report that identified unprofitable fraud investigations, attaining monthly savings of \$65K.
- Designed a collection forecasting model with an 11% error margin, accurately predicting six-month recovery rates and enhancing financial planning efficiency.
- Set up a meeting with senior risk managers to review and investigate 10-15 fraudulent cases, fostering knowledge transfer and communication to enable informed decision-making and enhance fraud detection.
- Implemented an automated process for matching unshipped cards to new customer records using Python's Pandas library, remediating 14,500 incorrectly shipped debit cards monthly.
- Automated chargeback dispute process using Snowflake and Python saving 170 hours of manual work monthly.

December 2018 to March 2020 • FLEETCOR • Norcross, GA

RISK ANALYST

- Built a transaction model using Oracle's PL/SQL and Python's Pandas, analyzing transaction data to create behavior profiles and identify anomalous transactions indicative of fraud that prevented \$190K of fraud per month.
- Maintained complex 1000+ line SQL query for determining line of credit and terms, including credit policy changes, QA, and troubleshooting, using test cases and binary search for issue resolution.
- Collaborated with Dun and Bradstreet representatives to develop a system for maintaining up-to-date credit profiles on customers, aimed at identifying risky accounts preemptively and managing a dataset comprising billions of rows.
- Established a dynamic Excel dashboard tracking loan amounts, write-offs, and interest income by product, risk profile, and credit line, cited frequently in executive and product presentations.
- Led migration project to new fraud prevention software, ensuring seamless integration and minimal disruption.
- Utilized scatter plots and histograms to pinpoint and remove deficiencies in primary risk model's 'null value handling,' enabling targeted improvements for enhanced accuracy.
- Developed an interactive dashboard to analyze a \$5.6BN portfolio, identifying and flagging two unprofitable segments.

Education

Bachelor of Arts – BA, Economics, University of Georgia - Terry College of Business
Data Science Immersive, Data Science, General Assembly

Professional Development

Tableau Desktop Specialist, Tableau
Machine Learning (with Andrew Ng), Coursera
AWS Machine Learning Specialty Certification
Microsoft Office Specialist Excel Expert 2016, Microsoft

Technical Skills

Data Analysis and Visualization: Tableau, Matplotlib, pandas, NumPy, Scikit-Learn, Python, R, Power BI

Cloud & AI Platforms: AWS SageMaker, Lambda, S3, ECS, Redshift, DynamoDB, EventBridge, Bedrock, SES, SNS, Textract, Athena, Glue, EMR

Data Processing and Manipulation: SQL, Snowflake, BigQuery, Oracle DB, PostgreSQL, Regex, Spark, Databricks

AI / ML: CatBoost, Recommendation Systems, Fraud Detection Models, LLM Workflows, Bedrock/Claude, OCR Pipelines

Integration & APIs: REST APIs, ETL Pipelines, SFTP Integrations, SIS/ERP Integrations, CRM Integrations

Office Tools: Microsoft Office Suite (Excel, PowerPoint), Google Workspace (Sheets, Docs, Slides, Drive)