SUKALP TRIPATHI
Assistant Manager – Decision Management

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PROFESSIONAL SUMMARY

Innovative and results-driven professional with extensive experience in digital transformation, generative AI, and product management. Proven track record of guiding organizations through complex digital transformations by leveraging cutting-edge technologies and methodologies. Expertise in implementing generative AI solutions to drive business efficiency, enhance customer experiences, and unlock new revenue streams. Adept at managing the entire product lifecycle from ideation to launch, ensuring alignment with strategic goals and market needs.

CORE COMPETENCIES

Digital Transformation | Generative AI | Product Management | Data Analysis | Project Management | Strategic Planning | Change Management | Technology Integration | Customer-Centric Design | Risk Management | Analytical Skills | Collaboration & Teamwork | Exceptional Interpersonal skills | Multi-tasking | Attention to Detail | Creative Problem Solver

TECHNICAL SNAPSHOTS

MS Office | Power BI | Python | R | SQL | Java | AWS | React | Android | HTML | CSS | Git | Generative AI | Langchain | Firebase | UI Path | Wireshark

PROFESSIONAL EXPERIENCE   63 MONTHS

ASSISTANT MANAGER   May 2023 - Present
EXL Services Private Limited

- Spearheaded analytical solutions development utilizing Generative AI to optimize processes for banking clients, resulting in faster, more accurate outcomes, enhanced efficiency, and improved process management
- Implemented **OpenAI, Meta LLM models & NLP** techniques to create intelligent, value-driven AI applications to automate manual processes, increasing operational speed, efficiency to achieve better analytics
- Collaborated with cross-functional teams to analyze automation opportunities and develop solutions using Python, SQL, Data visualization tools, and Generative AI
- Worked on Credit card drivers to improve business income, by managing decisions driven through data
- To achieve **60% cost savings** by reducing the need for analysts, who will only validate results generated by the LLM
- Estimated to enhance business **decision-making speed and quality by 40% across departments**, allowing users to ask questions in natural language without needing to understand underlying KPIs
- Recognized with the **"Game Changer Award"** for performance in Q4, 2023

APPLICATION DEVELOPER   Jul 2020 - Jan 2021
Dr. Reddy's Foundation

- Independently developed the **Chhota Book Android application**, providing a solution tailored to client needs, and designed and implemented the back-end architecture to ensure robust performance, scalability, and security
- Created an intuitive and visually appealing user interface to **enhance user experience** and engagement
- Conducted user research and implemented feedback to optimize the application's usability and functionality
- Collaborated with cross-functional teams, including designers, product managers, and other developers, to create high-quality products

SYSTEM ENGINEER   Oct 2016 - Apr 2020
Tata Consultancy Services

- Served as Acting Team Lead for Online Content Management Systems (Documentum & OpenText)
- Administered and maintained Windows applications, ensuring optimal performance, security, and reliability
- Managed Microsoft Exchange environments, overseeing email system configuration, user management, and troubleshooting to ensure seamless communication
- Achieved a **25% reduction in man-hours** by automating the quarterly patching process
- Automated, created and streamlined various internal applications using PowerShell scripting
- Recognized as **"Employee of the year"** for two consecutive years in 2017 & 2018

INTERNSHIP

DIGITAL TRANSFORMATION INTERN | Divami Design Labs Pvt Ltd   Apr 2022 - Jun 2022
- Streamlined employee management and timesheet tracking, improving record-keeping efficiency
- Improved tracking of employee development, resulting in a **40% increase** in training completion rates

DIGITAL TRANSFORMATION INTERN | ICICI Foundation   Sept 2021 - Dec 2021
- Digitized the recruitment process for ICICI Foundation, enhancing efficiency and effectiveness
- Created a proof-of-concept (POC) website to illustrate the proposed future state process to the leadership team

HANDS-ON PROJECTS

- **Amazon Go Stores implementation:** Developed ML/AI for Amazon Go Stores with face, gesture, & object recognition
- **Rewards & Recognition program:** Developed data-driven strategy for enhancing Rewards & Recognition program
- **Depression Detector:** Built a system to detect early signs of depression using sentiment analysis on Twitter data
- **Conversational BI:** Developed a Text2SQL application with ChatGPT-3.5, enabling natural language queries for database insights
- **Report Translator:** Created a translator app for medical tourism, converting patient reports to English
- **Disha:** Enhanced NMIMS admissions with a React JS admin console & an Android client application for improved efficiency

AWARDS & ACHIEVEMENTS

- Won Utkranti, National level android application development championship, organized by IIT Madras
- Secured 1st position in Start-up Weekend Bhubaneswar
- Acquired 1st position in android AppsMania, organized by IIT Delhi

EDUCATION

MBA - Digital Transformation (3.31/4) | SBM, NMIMS Mumbai   2021-2023

Computer Science (7.43/10) | Indira Gandhi Institute of Technology   2012-2016

CERTIFICATIONS

- Business Cloud Computing by TCS iON
- Big Data on cloud by TCS iON
- Business & Operations Analytics by NITIE

INTERESTS

Gaming | Music | Reading