



SUKALP TRIPATHI

Assistant Manager - Decision Management

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Sukalp Tripathi

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EDUCATION

- MBA - Digital Transformation (3.31/4)
SBM, NMIMS Mumbai
2021-2023
- Computer Science (7.43/10)
Indira Gandhi Institute of Technology
2012-2016
- XII (64%)
J.E.M Higher Secondary School
(MP Board)
- X (84%)
Kendriya Vidyalaya (C.B.S.E)

SKILLS & TOOLS

Stakeholder Management | Strategy
| Active Listening | Leadership |
Problem Solving | Decision Making |
Analytical Thinking

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

INTERESTS

- Gaming
- Music
- Reading

WORK EXPERIENCE | 63 Months

EXL Services Private Limited | Assistant Manager

May 2023 - Present

- 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 in order 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

Dr. Reddy's Foundation | Application Developer

July 2020 - Jan 2021

- 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.

Tata Consultancy Services | System Engineer

Oct 2016 - Apr 2020

- 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

Divami Design Labs Pvt Ltd | Digital Transformation Intern

Apr 2022 - Jun 2022

- Streamlined employee management & timesheet tracking processes, enhancing efficiency in record-keeping
- Implemented automation solutions for the employee management system, reducing manual workload
- Automated compliance and learning management systems, ensuring adherence to regulatory standards, reducing compliance risks, and facilitating better tracking of employee training and development activities
- Optimized tracking of employee development activities, leading to a **40% increase** in training completion rates

ICICI Foundation | Digital Transformation Intern

Sept 2021 - Dec 2021

- Digitized the recruitment process for ICICI Foundation
- Developed process flows to analyze and compare the current and future state processes
- Created a proof-of-concept (POC) website to demonstrate the future state process to the leadership team

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

ADDITIONAL CERTIFICATES

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