

SUKALP TRIPATHI

Assistant Manager – Decision Management

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in Sukalp-Tripathi

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Results-driven professional seeking opportunities to leverage a robust expertise in Digital Transformation and Generative AI, with a focus on developing innovative, high-impact solutions that drive organizational growth, optimize performance, and cultivate a culture of innovation within forward-thinking organizations.

Target Locations: **Hyderabad, Bangalore & Pune**



EDUCATION

- **MBA in Digital Transformation** (3.31/4) | SBM, NMIMS, Mumbai | 2023
- **B.Tech. in Computer Science** (7.43/10) | Indira Gandhi Institute of Technology, Talcher | 2016



CORE COMPETENCIES

Digital Strategy Development

Process Improvement

Customer Experience Enhancement

Change Management

Risk Assessment

Performance Metrics Analysis

Agile Project Management

Stakeholder Engagement

Data Governance Practices

Innovation Management



CERTIFICATIONS

- **NVIDIA-Certified Associate: Generative AI LLMs**
- **Business Cloud Computing by TCS iON**
- **Big Data on Cloud by TCS iON**
- **Business & Operations Analytics by NITIE**



TECHNICAL SKILLS

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



PROFILE SUMMARY

- Possess rich experience of **nearly 6 years** in digital transformation and product management, with a focus on analytics and process enhancement across diverse sectors.
- Working as Assistant Manager at EXL Services Private Limited, directing projects that leverage Generative AI to improve operational efficiency and provide impactful solutions tailored for banking clients.
- Cultivated a diverse skill set that included data analysis, project management, and strategic planning, enriched by a thorough understanding of customer-focused design and the integration of technology.
- Earned notable accolades for exceptional contributions, highlighted by the esteemed “Game Changer Award” for exemplary performance during Q4 2023, reflecting a strong dedication to excellence.
- Gained in-depth knowledge of Generative AI technologies and their implementation in process automation, remarkably enhancing the speed and precision of decision-making across various departments.
- Led a recent initiative that achieved an estimated boost in operational efficiency, showcasing proficiency in executing data-driven strategies that produced quantifiable outcomes.
- Stayed informed about the most recent developments in digital transformation methodologies, ensuring alignment with the industry standards and the strategic objectives of the organization.
- Proficient in leveraging advanced analytics and Generative AI technologies to drive process improvements, showcasing a unique blend of technical expertise and strategic insights that enhanced decision-making capabilities across organizations.
- Exhibited strong leadership skills by promoting collaboration across diverse teams, facilitating the development of innovative solutions that improved project results and overall effectiveness.



WORK EXPERIENCE

➤ **Assistant Manager – EXL Services Pvt. Ltd.**
May 2023 – Present

HIGHLIGHTS:

- Led the development of advanced analytical solutions powered by Generative AI, optimizing processes for banking clients and delivering faster, more accurate results, thereby enhancing operational efficiency and process management.
- Implemented OpenAI, Meta LLM models, and NLP techniques to create intelligent, value-driven AI applications, automating manual workflow, and improving business analytics.
- Partnered with cross-functional teams to identify automation opportunities, utilizing Python, SQL, data visualization tools, and Generative AI for streamlined solutions.
- Contributed to the enhancement of credit card drivers, optimizing decision-making through data insights, resulting in improved business income.
- Delivered 60% cost savings by automating processes, reducing the need for analysts to only validate results generated by LLM.
- Estimated 40% improvement in decision-making speed and quality across departments, enabling users to query data using natural language.
- Honored with the “**Game Changer Award**” for outstanding performance in Q4 2023.
- ~100 crore (INR) impact (estimated)

➤ Application Developer – Dr. Reddy’s Foundation

Jul 2020 – Jan 2021

KEY RESULT AREAS:

- Crafted an intuitive and visually compelling user interface to enhance overall user experience.
- Conducted in-depth user research, incorporating feedback to optimize functionality and usability.
- Collaborated with designers, product managers, and developers to deliver high-quality digital solutions.

HIGHLIGHT:

- Independently developed and deployed the **Chhota Book** Android application, ensuring scalability, security, and robust performance by designing the back-end architecture.

➤ System Engineer – Tata Consultancy Services

Oct 2016 – Apr 2020

KEY RESULT AREAS:

- Worked as Team Lead for **Online Content Management Systems** (Documentum & OpenText), managing critical system performance and security.
- Administered Windows applications and Microsoft Exchange environments, ensuring seamless communication and high availability.

HIGHLIGHTS:

- Automated various internal applications and the quarterly patching process using PowerShell scripting, resulting in a 25% reduction in man-hours.
- Recognized with the “**Employee of the Year**” Award for two consecutive years (2017 & 2018) for exceptional contributions.



ACADEMIC ACHIEVEMENTS

- Winner of **Utkranti**, National Android Application Development Championship, organized by IIT Madras
- Secured 1st position in **Start-up Weekend Bhubaneswar**
- Attained 1st position in **Android AppsMania**, organized by IIT Delhi



PROJECTS

- **Amazon Go Stores Implementation:** Developed a clone of 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 and digitally transformed the admission process of NMIMS, Mumbai



INTERNSHIPS

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.



SOFT SKILLS



PERSONAL DETAILS

Languages Known:

English, Hindi

Date of Birth:

17th March 1994