

# Nikhil Ranjan



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## EXPERIENCE

EXL	Engagement Manager, Consulting	Bangalore, Karnataka	February 2024 – Present
Customer Retention Strategy		Delivery ownership, team management & capability development	
Client Relationship Management	<ul style="list-style-type: none"><li>• Built and maintained strong client relationships by expanding engagement scope, leading to a 30% increase in project revenue within six months</li><li>• Proactively addressed client concerns through regular updates and actionable insights, achieving a 95% client satisfaction score</li><li>• Authored and negotiated Statements of Work (SOW), Requests for Proposal (RFP), and Requests for Information (RFI), streamlining onboarding for new projects</li></ul>		
	Engagement Management and Collaboration	<ul style="list-style-type: none"><li>• Pitched to clients to expand workstreams, resulting in the addition of two new project verticals, contributing to an 18% increase in annual revenue</li><li>• Established clear communication channels between clients and internal teams, reducing project bottlenecks by 30%</li></ul>	
		Project Oversight	<ul style="list-style-type: none"><li>• Directed the deployment of scalable applications leveraging open-source tools and GCP, reducing operational overhead by 25%</li><li>• Secured funding of \$100,000 for developing an open-source, LLM-powered Data Quality Agent, enabling clients to achieve 50% faster anomaly detection</li><li>• Spearheaded cross-functional delivery in Data Engineering, Data Quality, ML Engineering, ML-Ops and full-stack software products ensuring all projects met 100% on-time delivery milestones</li></ul>

EXL	Project Manager, Consulting	Bangalore, Karnataka	January 2022 – January 2024
Business Development		Fast-track promotion in 2 yrs	
Team Management and Recruitment	<ul style="list-style-type: none"><li>• Led an 8-member team of ML Engineers and Data Engineers achieving efficient project delivery</li><li>• Defined and tracked individual development plans, enabling team growth and skill enhancement</li><li>• Managed recruitment, shortlisting, and interview questionnaires for MLE and DE positions</li><li>• Addressed issues, resolved blockers, and provided guidance for efficient coding and reduced rework</li></ul>		
	<ul style="list-style-type: none"><li>• Established Airflow multi-tenancy via Kubernetes(GKE) and helm, achieving 90% SLA adherence</li><li>• Orchestrated RBAC-enabled DAG management, enhancing efficiency with 30% reduced manual hrs</li><li>• Deployed diverse models (e.g. Downgrade, Reactivation) with Vertex AI for better engagement</li></ul>		
	<ul style="list-style-type: none"><li>• Tracked model performance via MLflow in GKE, driving data-driven marketing improvements</li><li>• Enabled teams to extract insights by harmonizing 1st and 3rd party data compliantly for OTT client</li></ul>		
	<ul style="list-style-type: none"><li>• Utilized GCP services and Airflow for robust real-time pipelines, supporting downstream systems</li><li>• Developed a platform using Retool and FastAPI to retrieve GCP IAM permissions and mapping</li></ul>		

EXL	Assistant Project Manager, Consulting	Bangalore, Karnataka	June 2020 – December 2021	
US Media and Telecom conglomerate OTT space		Fast-track promotion in 1.5 yrs		
Leadership and Strategy	<ul style="list-style-type: none"><li>Involved in Training, Staffing, Recruitment &amp; Support Senior Leadership in strategy development</li><li>Collaborated with the functional heads to provide executable insights to drive strategic initiatives</li><li>Omni channel marketing campaigns management and optimizing B2C sales team performance</li></ul>			
	Data Pipelines Management	<ul style="list-style-type: none"><li>Led a team to build data pipeline MVP for OTT platform client using airflow, Kubernetes &amp; GCP</li><li>Process Automation framework in Python to monitor, report, QA, restart &amp; backfill ETL jobs</li><li>Lead a team to migrate ETL &amp; ML workflows from existing (UC4) to newer client in-house platform</li></ul>		

Amazon	Program Manager	Hyderabad, Telangana	April 2019 – May 2019
Streamlined packaging across India transportation network		Reduced package unloading time by 1100 hours/week	
Analytics Consulting	<ul style="list-style-type: none"><li>• Actionable insights for ground ops. by analysing individual package level data of 10+ billion records(SQL)</li><li>• Consulted Middle mile operations team over streamlining packaging across the transportation network</li><li>• Reduced unloading time for Sort Centres(MM) by 950 hrs &amp; Delivery Stations(LM) by 170 hrs/wk</li></ul>		
Operations Management	<ul style="list-style-type: none"><li>• Decreased the no. of loss and damage packages in the amazon transportation network all over India</li><li>• Developed tools for Operations to identify upstream nodes which are not packaging items properly</li><li>• Provided weekly dashboards to track the performance of defaulting nodes for call-outs and insights</li></ul>		

UnitedHealth Group	Software Engineer	Bangalore, Karnataka	July 2015 – June 2018
SME for 2 critical projects with \$400000+ budget		Fast-track promotion in 8 months against firm avg. of 30	
Process Improvement	<ul style="list-style-type: none"><li>• Developed applications for real-time reporting &amp; monitoring leading to 60% saving on man-hours</li><li>• Collaborated with stakeholders to ensure 90% compliance of SLAs; improvement of 15% YOY</li><li>• Discovered insights from 100GB/week of US healthcare data &amp; presented it to senior management</li></ul>		
Big Data Engineering & Analytics	<ul style="list-style-type: none"><li>• Migrated existing tech to latest Big Data stack improving performance of applications by 500%</li><li>• Designed and implemented application for big data compression &amp; storage on latest tech stack</li><li>• Developed algorithms to convert unstructured data into structured form using Spark and Scala</li></ul>		

## EDUCATION

Institute	Degree	Year
IIM Lucknow	MBA	2018 - 2020
IIT Kharagpur	B.Tech(Hons.)+ M.Tech Dual Degree E&ECE	2010 - 2015

## SKILLS

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<b>Languages:</b>	Python, SQL, Bash, PySpark, JavaScript, Google Apps Script, Scala, Java, R
<b>Technologies:</b>	Google Cloud Platform (GCP), Amazon Web Services (AWS), Microsoft Azure, Azure Databricks, Hadoop, Hive, NoSQL, Docker, Kubernetes, Tableau, Plotly, MLflow, Kubeflow, Git, Confluence, Jenkins, Jira, Grafana, Prometheus, Tableau
<b>Concepts:</b>	ETL (Extract, Transform, Load), Data Pipeline Orchestration, Data Modeling, Data Quality Management, Statistical Analysis, A/B Testing, Model Evaluation and Validation, Feature Engineering, Machine Learning, API, Agile Methodology, Cloud Computing, Infrastructure as a Service (IaaS), Platform as a Service (PaaS), Software as a Service (SaaS)