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	• Built and maintained strong client relationships by expanding engagement scope, leading to a 30% increase in project revenue within six months • Proactively addressed client concerns through regular updates and actionable insights, achieving a 95% client satisfaction score • Authored and negotiated Statements of Work (SOW), Requests for Proposal (RFP), and Requests for Information (RFI), streamlining onboarding for new projects
Engagement Management and Collaboration	• Pitched to clients to expand workstreams, resulting in the addition of two new project verticals, contributing to an 18% increase in annual revenue • Established clear communication channels between clients and internal teams, reducing project bottlenecks by 30%
Project and Delivery Oversight	• Spearheaded the deployment of scalable, open-source applications on GCP, optimizing system performance by 30% • Secured funding of $500,000 for an LLM-powered Data Quality Agent, delivering 50% faster anomaly detection and improving data quality assessments • 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

EXL	*Project Manager, Consulting*	*Bangalore, Karnataka*	January 2022 – January 2024
Business Development		*Fast-track promotion in 2 yrs*	

Team Management and Recruitment	• Led an 8-member team of ML and Data Engineers, increasing team efficiency by 25% through clear role definitions and streamlined workflows. • Designed and tracked individual development plans, enhancing skillsets and achieving a 95% team retention rate • MRecruited and onboarded talent for MLE and DE positions, reducing hiring cycles by 30% and ensuring team scalability
Technical Contributions and Delivery	• Established Airflow multi-tenancy using GKE and Helm, improving SLA adherence to 90% and cutting manual operational hours by 30% • Deployed customer engagement models (e.g., Downgrade and Reactivation) using Vertex AI, leading to a 20% increase in engagement rates • Integrated 1st and 3rd party data, enabling compliant and actionable insights for an OTT client, driving 15% better ad targeting • Developed a Retool-FastAPI platform for managing GCP IAM permissions, reducing resolution time for access issues by 40%

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	• Trained and supported senior leadership in strategy development, enabling 10% higher team productivity • Partnered with functional heads to provide actionable insights, optimizing B2C sales team performance by 12% • Managed omni-channel marketing campaigns, improving ROI on marketing spends by 15%
Data Pipelines Management	• Directed the creation of a data pipeline MVP for an OTT platform client, reducing data latency by 25% using Airflow, Kubernetes, and GCP • Developed Python automation frameworks to monitor, report, and restart ETL jobs, achieving 95% job success rates • Led migration of ETL and ML workflows to a new client platform, achieving a seamless transition with zero downtime

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	• Analyzed 10+ billion package-level records using SQL, providing actionable insights that reduced unloading time by 1,100 hours/week • Streamlined packaging processes across the transportation network, reducing loss and damage rates by 18% • Delivered weekly performance dashboards to identify and address upstream bottlenecks, improving on-time deliveries by 12%
Operations Management	• Developed tools for operations teams to track packaging defects, enabling corrective actions that improved packaging compliance by 20% • Reduced overall unloading time at sort centers by 950 hours/week and delivery stations by 170 hours/week

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
- Built real-time reporting and monitoring applications, reducing manual effort by 60% and improving SLA compliance to 90%
- Presented actionable insights from 100GB of weekly healthcare data, driving 15% YOY improvements in SLA adherence.

Big Data Engineering & Analytics
- Migrated legacy systems to the latest Big Data stack, boosting application performance by 500%
- Designed algorithms for converting unstructured data to structured formats using Spark and Scala, improving data usability by 35%
- Developed compression solutions for big data storage, reducing costs by 20% and increasing query speeds

EDUCATION

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

SKILLS

Languages: Python, SQL, Bash, PySpark, JavaScript, Google Apps Script, Scala, Java, R

Technologies: 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

Concepts: 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)