

# Nikhil Ranjan



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## PROFILE SUMMARY

Engagement Manager with over 8 years of experience in consulting, data engineering, and analytics. Skilled in leading cross-functional teams and delivering scalable solutions across industries such as media, telecom, and healthcare. Currently focused on building generative AI agents for data quality (DQ) initiatives. Expertise in GCP, Kubernetes, Vertex AI, and Big Data frameworks, driving business growth through innovation and data-driven insights.

## 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 strong client relationships, expanding scope and boosting revenue by 30% in nine months</li><li>Addressed client concerns with updates and insights, achieving a 95% client satisfaction score</li><li>Authored SOWs, RFPs, and RFIs, streamlining onboarding and accelerating project initiation timelines</li></ul>		
Engagement Management and Collaboration	<ul style="list-style-type: none"><li>Pitched to clients, adding two new project verticals and driving a 20% increase in annual revenue</li><li>Established communication channels between clients and teams, minimizing project bottlenecks</li><li>Expanded workstreams by aligning client needs with team capabilities, boosting overall collaboration</li></ul>		
Project and Delivery Oversight	<ul style="list-style-type: none"><li>Deployed scalable open-source apps on GCP, boosting system performance by 30% with optimized design</li><li>Secured \$500,000 funding for LLM-powered Data Quality Agent, cutting ticket resolution time by 50%</li><li>Delivered cross-functional projects in ML, Data Engineering, and full-stack, achieving 100% on-time goals</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 ML &amp; Data Engineering team, boosting efficiency via clear roles &amp; streamlined workflows</li><li>Designed individual development plans, enhancing skills &amp; achieving a 95% team retention rate</li><li>Recruited &amp; onboarded MLE &amp; DE talent, cutting hiring cycles by 30% &amp; ensuring team scalability</li></ul>		
Technical Contributions and Delivery	<ul style="list-style-type: none"><li>Set up Airflow multi-tenancy on GKE, improving SLA adherence to 90% and cutting ops hours by 30%</li><li>Deployed 15+ models (CLV, Reactivation) on Vertex AI, boosting client engagement rates by 20%</li><li>Integrated 1st/3rd party data for OTT clients, driving 15% better ad targeting with compliant insights</li><li>Built Retool-FastAPI platform for GCP IAM, reducing access issue resolution time by 40% for teams</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>Trained and supported senior leadership in strategy development, enabling 10% higher team productivity</li><li>Partnered with functional heads to provide actionable insights, optimizing B2C sales team performance</li></ul>		
Data Pipelines Management	<ul style="list-style-type: none"><li>Built a data pipeline MVP for an OTT client, cutting data latency by 25% with Airflow, K8s, and GCP</li><li>Created Python frameworks to monitor and restart ETL jobs, achieving a 95% job success rate</li><li>Migrated ETL and ML workflows to a new platform, ensuring zero downtime during the transition</li></ul>		
Amazon	Program Manager Intern	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>Analyzed 10B+ package records using SQL, cutting unloading time by 1,100 hours/week with insights</li><li>Streamlined packaging processes, reducing loss and damage rates by 18% across the network</li><li>Delivered dashboards weekly, resolving upstream bottlenecks and improving on-time deliveries</li></ul>		
Operations Management	<ul style="list-style-type: none"><li>Built tools for tracking packaging defects, enabling corrective actions and improving compliance by 20%</li><li>Cut unloading time by 950 hours/week at sort centers and 170 hours/week at delivery stations</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>Built real-time reporting apps, cutting manual effort by 60% and boosting SLA compliance to 90%</li><li>Analyzed 100GB healthcare data weekly, delivering insights that improved SLA adherence by 15% YOY</li></ul>		
Big Data Engineering & Analytics	<ul style="list-style-type: none"><li>Migrated legacy systems to Big Data stack, boosting app performance by 500% with optimized design</li><li>Designed Spark-Scala algorithms to convert unstructured data, improving usability by 35%</li><li>Built compression solutions for big data, cutting storage costs by 20% and speeding up queries</li></ul>		

## EDUCATION

Institute	Degree	Year
IIM Lucknow	MBA	2018 - 2020
IIT Kharagpur	B.Tech(Hons.) + M.Tech Dual Degree in Electronics and Electrical Communication Engineering	2010 - 2015

## SKILLS

Languages	Python, SQL, Bash, PySpark, JavaScript, Google Apps Script, Scala, Java, R
Technologies	GCP, AWS, Azure, Databricks, Hadoop, Hive, NoSQL, Docker, K8s, Tableau, MLflow, Kubeflow, Git, Jenkins, Grafana, Prometheus, Langchain
Concepts	ETL, Data Pipeline Orchestration, Data Modeling, Statistical Analysis, A/B Testing, ML, Feature Engineering, API Development, Agile, Cloud Computing (IaaS/PaaS/SaaS)