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 nine 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 20% increase in annual revenue • Established clear communication channels between clients and internal teams, reducing project bottlenecks
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 ticket resolution 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 through clear role definitions and streamlined workflows. • Designed and tracked individual development plans, enhancing skillsets and achieving a 95% team retention rate • Recruited 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., CLV, 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
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
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 in Electronics and Electrical Communication Engineering	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, Langchain, Haystack
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)