

Nikhil Ranjan

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PROFILE SUMMARY

Dynamic and results-driven professional with over 8 years of experience across consulting, data engineering, machine learning, and analytics. Expertise in leading customer engagement, media & telecom, healthcare, and retail projects. Proven track record in delivering scalable solutions using Google Cloud Platform (GCP), Kubernetes, Airflow, Vertex AI, PySpark and other Big Data frameworks. Adept at managing cross-functional teams, optimizing workflows, and driving business growth through data-driven insights. Recognized for spearheading innovations that resulted in improved client satisfaction, operational efficiency, and revenue growth.

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">Built and maintained strong client relationships by expanding engagement scope, leading to a 30% increase in project revenue within nine monthsProactively addressed client concerns through regular updates and actionable insights, achieving a 95% client satisfaction scoreAuthored and negotiated Statements of Work (SOW), Requests for Proposal (RFP), and Requests for Information (RFI), streamlining onboarding for new projects		
	<ul style="list-style-type: none">Pitched to clients to expand workstreams, resulting in the addition of two new project verticals, contributing to an 20% increase in annual revenueEstablished clear communication channels between clients and internal teams, reducing project bottlenecksSpearheaded the deployment of scalable, open-source applications on GCP, optimizing system performance by 30%		
Project and Delivery Oversight	<ul style="list-style-type: none">Secured funding of \$500,000 for an LLM-powered Data Quality Agent, delivering 50% faster ticket resolution and improving data quality assessmentsSpearheaded 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	<ul style="list-style-type: none">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 rateRecruited and onboarded talent for MLE and DE positions, reducing hiring cycles by 30% and ensuring team scalability		
	<ul style="list-style-type: none">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 ratesIntegrated 1st and 3rd party data, enabling compliant and actionable insights for an OTT client, driving 15% better ad targetingDeveloped a Retool-FastAPI platform for managing GCP IAM permissions, reducing resolution time for access issues by 40%		
Technical Contributions and Delivery			
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">Trained and supported senior leadership in strategy development, enabling 10% higher team productivityPartnered with functional heads to provide actionable insights, optimizing B2C sales team performance		
	<ul style="list-style-type: none">Directed the creation of a data pipeline MVP for an OTT platform client, reducing data latency by 25% using Airflow, Kubernetes, and GCP		
Data Pipelines Management	<ul style="list-style-type: none">Developed Python automation frameworks to monitor, report, and restart ETL jobs, achieving 95% job success ratesLed 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	<ul style="list-style-type: none">Analyzed 10+ billion package-level records using SQL, providing actionable insights that reduced unloading time by 1,100 hours/weekStreamlined packaging processes across the transportation network, reducing loss and damage rates by 18%		
	<ul style="list-style-type: none">Delivered weekly performance dashboards to identify and address upstream bottlenecks, improving on-time deliveries		
Operations Management	<ul style="list-style-type: none">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	<i>Software Engineer</i>	<i>Bangalore, Karnataka</i>	July 2015 – June 2018
<i>SME for 2 critical projects with \$400000+ budget</i>		<i>Fast-track promotion in 8 months against firm avg. of 30</i>	
<i>Process Improvement</i>	<ul style="list-style-type: none">• 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.		
<i>Big Data Engineering & Analytics</i>	<ul style="list-style-type: none">• 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

<i>Languages</i>	Python, SQL, Bash, PySpark, JavaScript, Google Apps Script, Scala, Java, R
<i>Technologies</i>	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
<i>Concepts</i>	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)