

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 | <i>Engagement Manager, Consulting</i> | <i>Bangalore, Karnataka</i> | <i>February 2024 – Present</i> |
| <i>Customer Retention Strategy</i> | | | |
| <i>Delivery ownership, team management & capability development</i> | | | |
| <i>Client Relationship Management</i> | <ul style="list-style-type: none">Built strong client relationships, expanding scope and boosting revenue by 30% in nine monthsAddressed client concerns with updates and insights, achieving a 95% client satisfaction scoreAuthored SOWs, RFPs, and RFIs, streamlining onboarding and accelerating project initiation timelines | | |
| <i>Engagement Management and Collaboration</i> | <ul style="list-style-type: none">Pitched to clients, adding two new project verticals and driving a 20% increase in annual revenueEstablished communication channels between clients and teams, minimizing project bottlenecksExpanded workstreams by aligning client needs with team capabilities, boosting overall collaboration | | |
| <i>Project and Delivery Oversight</i> | <ul style="list-style-type: none">Deployed scalable open-source apps on GCP, boosting system performance by 30% with optimized design.Secured \$500,000 funding for LLM-powered Data Quality Agent, cutting ticket resolution time by 50%.Delivered cross-functional projects in ML, Data Engineering, and full-stack, achieving 100% on-time goals. | | |
| EXL | <i>Project Manager, Consulting</i> | <i>Bangalore, Karnataka</i> | <i>January 2022 – January 2024</i> |
| <i>Business Development</i> | | | |
| <i>Fast-track promotion in 2 yrs</i> | | | |
| <i>Team Management and Recruitment</i> | <ul style="list-style-type: none">Led an 8-member ML & Data Engineering team, boosting efficiency via clear roles & streamlined workflows.Designed individual development plans, enhancing skills & achieving a 95% team retention rate.Recruited & onboarded MLE & DE talent, cutting hiring cycles by 30% & ensuring team scalability. | | |
| <i>Technical Contributions and Delivery</i> | <ul style="list-style-type: none">Set up Airflow multi-tenancy on GKE, improving SLA adherence to 90% and cutting ops hours by 30%.Deployed 15+ models (CLV, Reactivation) on Vertex AI, boosting client engagement rates by 20%.Integrated 1st/3rd party data for OTT clients, driving 15% better ad targeting with compliant insights.Built Retool-FastAPI platform for GCP IAM, reducing access issue resolution time by 40% for teams. | | |
| EXL | <i>Assistant Project Manager, Consulting</i> | <i>Bangalore, Karnataka</i> | <i>June 2020 – December 2021</i> |
| <i>US Media and Telecom conglomerate OTT space</i> | | | |
| <i>Fast-track promotion in 1.5 yrs</i> | | | |
| <i>Leadership and Strategy</i> | <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 | | |
| <i>Data Pipelines Management</i> | <ul style="list-style-type: none">Built a data pipeline MVP for an OTT client, cutting data latency by 25% with Airflow, K8s, and GCPCreated Python frameworks to monitor and restart ETL jobs, achieving a 95% job success rateMigrated ETL and ML workflows to a new platform, ensuring zero downtime during the transition | | |
| Amazon | <i>Program Manager</i> | <i>Hyderabad, Telangana</i> | <i>April 2019 – May 2019</i> |
| <i>Streamlined packaging across India transportation network</i> | | | |
| <i>Reduced package unloading time by 1100 hours/week</i> | | | |
| <i>Analytics Consulting</i> | <ul style="list-style-type: none">Analyzed 10B+ package records using SQL, cutting unloading time by 1,100 hours/week with insights.Streamlined packaging processes, reducing loss and damage rates by 18% across the network.Delivered dashboards weekly, resolving upstream bottlenecks and improving on-time deliveries. | | |
| <i>Operations Management</i> | <ul style="list-style-type: none">Built tools for tracking packaging defects, enabling corrective actions and improving compliance by 20%.Cut unloading time by 950 hours/week at sort centers and 170 hours/week at delivery stations. | | |
| UnitedHealth Group | <i>Software Engineer</i> | <i>Bangalore, Karnataka</i> | <i>July 2015 – June 2018</i> |
| <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 apps, cutting manual effort by 60% and boosting SLA compliance to 90%.Analyzed 100GB healthcare data weekly, delivering insights that improved SLA adherence by 15% YOY. | | |
| <i>Big Data Engineering & Analytics</i> | <ul style="list-style-type: none">Migrated legacy systems to Big Data stack, boosting app performance by 500% with optimized design.Designed Spark-Scala algorithms to convert unstructured data, improving usability by 35%.Built compression solutions for big data, cutting storage costs by 20% and speeding up queries. | | |

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

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|---------------------|---|
| <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) |