

Nikhil Ranjan

+919547631358 ✉ nikhil.ranjan@iiml.org 🌐 <https://www.linkedin.com/in/nikhil-ranjan-6628b367/>

EXPERIENCE

EXL	Engagement Manager, Consulting	Bangalore, Karnataka	February 2024 – Present
Client Relationship Management	Delivery ownership, team management & capability development		
Engagement	Pitched to clients, expanding work stream scope and capabilities, fostering strong client partnerships		
Management & Client Collaboration	Developed Statements of Work (SOW), Requests for Proposal (RFP), Requests for Information (RFI)		
	Aligned with clients and EXL leadership, addressing concerns through regular communication		
	Spearheaded the deployment of scalable applications leveraging open-source and GCP technologies		
Project Oversight	Secured funding and lead development of an open-source LLM-powered Data Quality Agent		
	Managed cross-functional project delivery in Data Engineering, Data Quality, ML, and Dev-Ops		
EXL	Project Manager, Consulting	Bangalore, Karnataka	January 2022 – January 2024
Customer Retention Strategy	Business Development	Fast-track promotion in 2 yrs	
Team Management and Recruitment	Led an 8-member team of ML Engineers and Data Engineers achieving efficient project delivery		
	Defined and tracked individual development plans, enabling team growth and skill enhancement		
	Managed recruitment, shortlisting, and interview questionnaires for MLE and DE positions		
	Addressed issues, resolved blockers, and provided guidance for efficient coding and reduced rework		
	Established Airflow multi-tenancy via Kubernetes(GKE) and helm, achieving 90% SLA adherence		
Technical Contributions and Delivery	Orchestrated RBAC-enabled DAG management, enhancing efficiency with 30% reduced manual hrs		
	Deployed diverse models (e.g. Downgrade, Reactivation) with Vertex AI for better engagement		
	Tracked model performance via MLflow in GKE, driving data-driven marketing improvements		
	Enabled teams to extract insights by harmonizing 1st and 3rd party data compliantly for OTT client		
	Utilized GCP services and Airflow for robust real-time pipelines, supporting downstream systems		
	Developed a platform using Retool and FastAPI to retrieve GCP IAM permissions and mapping		
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	Involved in Training, Staffing, Recruitment & Support Senior Leadership in strategy development		
	Collaborated with the functional heads to provide executable insights to drive strategic initiatives		
	Omni channel marketing campaigns management and optimizing B2C sales team performance		
Data Pipelines Management	Led a team to build data pipeline MVP for OTT platform client using airflow, Kubernetes & GCP		
	Process Automation framework in Python to monitor, report, QA, restart & backfill ETL jobs		
	Lead a team to migrate ETL & ML workflows from existing (UC4) to newer client in-house platform		
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	Actionable insights for ground ops. by analysing individual package level data of 10+ billion records(SQL)		
	Consulted Middle mile operations team over streamlining packaging across the transportation network		
	Reduced unloading time for Sort Centres(MM) by 950 hrs & Delivery Stations(LM) by 170 hrs/wk		
Operations Management	Decreased the no. of loss and damage packages in the amazon transportation network all over India		
	Developed tools for Operations to identify upstream nodes which are not packaging items properly		
	Provided weekly dashboards to track the performance of defaulting nodes for call-outs and insights		
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	Developed applications for real-time reporting & monitoring leading to 60% saving on man-hours		
	Collaborated with stakeholders to ensure 90% compliance of SLAs; improvement of 15% YOY		
	Discovered insights from 100GB/week of US healthcare data & presented it to senior management		
Big Data Engineering & Analytics	Migrated existing tech to latest Big Data stack improving performance of applications by 500%		
	Designed and implemented application for big data compression & storage on latest tech stack		
	Developed algorithms to convert unstructured data into structured form using Spark and Scala		

EDUCATION

Institute	Degree	Year
IIM Lucknow	MBA	2018 - 2020
IIT Kharagpur	B.Tech(Hons.)+ M.Tech Dual Degree E&ECE	2010 - 2015
St. Michael's High School, Patna	Class 12th(CBSE)	2009
Don Bosco Academy, Patna	Class 10th(ICSE)	2007

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)