Nikhil Ranjan

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EXPERIENCE

EXL	*Engagement Manager, Consulting*	*Bangalore, Karnataka*	February 2024 – Present
Client Relationship Management		*Delivery ownership, team management & capability development*	

Engagement Management and Client Collaboration
- Built and maintained strong client relationships by expanding engagement scope, leading to a 30% increase in project revenue within six 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

Project Oversight
- Directed the deployment of scalable applications leveraging open-source tools and GCP, reducing operational overhead by 25%
- Secured funding of $500,000 for developing an open-source, LLM-powered Data Quality Agent, enabling clients to achieve 50% faster anomaly detection
- Spearheaded cross-functional delivery in Data Engineering, Data Quality, ML, and DevOps, ensuring all projects met 100% on-time delivery milestones

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

Technical Contributions and Delivery
- Established Airflow multi-tenancy via Kubernetes(GKE) and helm, achieving 90% SLA adherence
- 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

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)