

Nikhil Ranjan

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PROFILE SUMMARY

Strategic Technology Leader with 8.5+ years of experience bridging the gap between software engineering, product strategy, and engagement management. Combines deep technical expertise in cloud-native architectures (GCP/AWS) and GenAI (agentic workflows, RAG) with an ability to manage P&L, drive account growth, and build high-performance organizations. Proven track record of orchestrating multi-region programs, navigating C-suite stakeholder relationships, and transitioning complex AI initiatives from *pilot to production*.

EDUCATION

Institute	Degree	Year
IIM Lucknow	Master of Business Administration (Flagship PGP)	2018 - 2020
IIT Kharagpur	B.Tech(Hons.) + M.Tech Dual Degree in Electronics and Electrical Communication Engineering	2010 - 2015

EXPERIENCE

EXL <i>Forward Deployed Engineering Manager</i>	<i>Engagement Manager(Technical Program & Delivery Lead)</i> Bangalore <i>Driving GenAI innovation, P&L, and people strategy</i>	February 2024 – Present
<i>Commercial Strategy & Account Growth</i>	• Owned P&L and commercial margins for the account. Created business cases and ROI models, securing a \$500K R&D investment for GenAI adoption—driving vertical expansion and a 30% revenue uplift within 9 months.	
<i>Executive Stakeholder Management</i>	• Managed C-Suite and VP relationships using quarterly SteerCos and data-driven QBRs. Translated technical constraints into value narratives to ensure renewals and long-term partnership health.	
<i>GenAI Architecture & Builder Leadership</i>	• Architected an enterprise-grade Agentic AI Data Quality Platform. Designed multi-agent workflows and RAG pipelines (BigQuery VectorStore / Vertex AI) enabling autonomous anomaly detection and reducing ticket resolution time by 50%.	
<i>Program Governance & Risk Management</i>	• Orchestrated 5+ concurrent global workstreams. Established governance using RAID logs, quality gates, and release planning to control scope and ensure 100% on-time delivery.	
<i>Platform Engineering</i>	• Directed the Clean Room migration of sensitive data from BigQuery to Snowflake. Implemented Snowpipe-based ELT and privacy governance to securely integrate 1st/3rd party datasets.	
EXL <i>Business development</i> <i>Org Building & People Leadership</i>	<i>Project Manager (Data Platforms & MLOps)</i> Bangalore <i>Fast-track promotion in 2 years</i>	January 2022 – January 2024
<i>Technical Program Delivery</i>	• Led a 14-member cross-functional team (DE, MLE, Full-Stack). Created competency matrices, structured onboarding, and career coaching—achieving 95% retention and reducing hiring cycle time by 30%.	
<i>MLOps & SDLC Implementation</i>	• Led Agile (Scrum) delivery for a multi-tenant Airflow-on-GKE platform processing 1TB+ daily data. Managed SOWs and technical dependencies to achieve 95% SLA adherence and reduce operational overhead by 30%.	
<i>Security Automation</i>	• Defined ML SDLC and managed 15+ production models (CLV, Reactivation) using Vertex AI and MLflow. Created a reusable pilot-to-production framework improving release velocity.	
EXL <i>US media & telecom conglomerate</i> <i>Pipeline Modernization</i>	<i>Assistant Project Manager (Data Engineering)</i> Bangalore <i>Fast-track promotion in 1.5 years</i>	June 2020 – December 2021
<i>Operational Excellence</i>	• Migrated on-prem ETL workloads to cloud-native GCP + Airflow. Optimized DAGs to reduce data latency by 25% with zero downtime.	
<i>Stakeholder Enablement</i>	• Built Python-based monitoring frameworks providing real-time visibility and maintaining a 95%+ job success rate.	
Amazon <i>Streamlined packaging across India transportation network</i>	<i>Program Manager Intern (Operations Analytics)</i> Hyderabad <i>Reduced unloading time by 1100 hours/week</i>	April 2019 – May 2019
<i>Process Optimization</i>	• Analyzed 37M+ records to identify bottlenecks. Built SQL-driven anomaly detection improving process efficiency—saving 1,100 labor hours/week and reducing damages by 65%.	
UnitedHealth Group <i>SME for two \$400K+ projects</i>	<i>Software Engineer (Big Data & Analytics)</i> Bangalore <i>Fast-track promotion in 8 months</i>	July 2015 – June 2018
<i>Process Improvement</i>	• Built real-time reporting apps reducing manual effort by 60% and improving SLA compliance to 90%.	
<i>Big Data Engineering & Analytics</i>	• Analyzed 100GB+/week healthcare data delivering insights that boosted SLA adherence by 15% YoY.	
	• Migrated legacy systems to big data stack, improving performance by 500% via optimized architecture.	
	• Designed Spark-Scala algorithms to process unstructured data, improving usability by 35%.	
	• Built custom compression solutions reducing storage costs by 20% and improving query speeds.	

SKILLS

<i>Technical Leadership & Program Management</i>	Program Governance (RAIDs, SteerCos, Quality Gates), Multi-squad & Multi-region Delivery, Agile/Scrum/Kanban, ML SDLC, SOW/Scope & Change Management, RFP/RFI Ownership, Risk & Dependency Management
<i>Commercial & Client Strategy</i>	P&L Ownership, Margin Management, Pricing Models, Business Case Creation, ROI Analysis, Renewals & Account Expansion, SaaS & Custom Solution Selling, Executive Stakeholder Management (C-Suite/VP)
<i>AI & Technical Architecture</i>	Agentic AI Workflows, Multi-agent Systems, RAG Pipelines (Vector Search, Embeddings), LLM-based Automation, Model Deployment & Guardrails, Python, SQL, Terraform (IaC)
<i>Cloud & Data Platforms</i>	GCP (Vertex AI, BigQuery, GKE, IAM), AWS (S3, Lambda, EKS, Redshift), Airflow (GKE/EKS), Snowflake/BigQuery Warehousing, Data Governance & Quality, Lineage, Observability
<i>Engineering Foundations</i>	ETL/ELT, Data Modeling, NoSQL/HBase, Avro/Parquet, CI/CD (GitHub Actions/Jenkins), Docker, Kubernetes, API Design (REST/FastAPI)
<i>Certifications</i>	Databricks Certified Machine Learning Associate (ID: 707abdce-aa65-4764-8555-22366224209c)