

# RICHA RANJAN

[richa.ranjan.th@dartmouth.edu](mailto:richa.ranjan.th@dartmouth.edu) | (603) 349-1675 | [linkedin.com/in/richaranjann/](https://www.linkedin.com/in/richaranjann/) | [richaranjan04.github.io/portfolio/](https://richaranjan04.github.io/portfolio/)

## WORK EXPERIENCE

**Product Manager Intern - AI Search | ServiceNow**, Santa Clara, CA *Jun 2024 - Sep 2024*

- Gathered qualitative and quantitative feedback from early adopters and deactivators of Now Assist in AI Search to understand their motivations and pain points and solicited insights to inform 3 product roadmap recommendations
- Evaluated self-service user journeys and created a PRD to measure search deflection, enabling value realization
- Developed centralized documentation of top-level quality evaluation metrics to standardize success measurement across release cycles, enhancing leadership's visibility into the quality of AI Search capabilities

**Product Manager | DALI Labs - Dartmouth College**, Hanover, NH *Sep 2023 - Jun 2024*

- **Greta** - Led a team of 8 to design and develop a 0-1 MVP AI chatbot, "Greta," powered by GPT-4, for Northern Stage Theater, facilitating interaction, and curiosity among theatergoers while elevating the storytelling experience
- **Energy Kiosk (Dashboard)** - Articulated vision and scope, orchestrated a team of 4 developers and 3 designers, conducted interviews to identify user needs, documented feature specifications, and steered execution to build an energy kiosk
- **ITC Design Library** - Partnered with ITC department, identified target personas, and performed A/B tests to refine components in the UI library, improving user experience of 6.3K students and boosting engagement by 1.5x

**Software Engineer | Shell**, Bengaluru, India *Sep 2020 - Aug 2023*

- Spearheaded impact assessment for Workday's bi-annual feature releases, strategically prioritized tasks, and applied agile methodologies to facilitate build-through release, leading to a 20% reduction in incidents post-launch
- Collaborated with 6 cross-functional multi-national teams to identify automation opportunities, defined requirements, streamlined execution, and conducted usability tests, saving ~1.5k hours of manual effort annually
- Identified friction points in the process design and revamped the data anonymization workflow, saving \$34k annually
- Awarded VP CIO Award for ideating, building, and delivering an automated employment verification letter generation tool that increased adoption and optimized turnaround time from 3 days to a few seconds

**Student Trainee | Mercedes-Benz**, Bengaluru, India *Dec 2019 - May 2020*

- Designed a real-time monitoring dashboard to track system performance metrics, reducing instance downtime by 60%

## EDUCATION

**Dartmouth College**, Hanover, NH *Sep 2023 - Dec 2024*

**Master of Engineering Management** | Thayer Scholarship Recipient

- **Courses:** Marketing, Creating Winning Products, Brand Strategy, Data Analytics, Machine Learning, AI for Managers
- **Teaching Assistant:** Technical Project Management, Technology Assessment

**Vellore Institute of Technology**, Tamil Nadu, India *Jul 2016 - May 2020*

Bachelor of Technology in Computer Science and Engineering | GPA: 3.98/4.00

## PROJECTS

**Halcyon: Building an AI Energy Expert Copilot** | Student Consultant *Mar 2024 - Jun 2024*

- Labeled responses and crafted exemplary answers to build a golden dataset for fine-tuning LLMs on the Halcyon platform, boosting response accuracy by 40% and enabling terse responses

**Alarm.com: Protocol Evaluation and Recommendation** | Project Manager *Sep 2023 - Nov 2023*

- Evaluated 8 emerging home automation protocols using a decision matrix, performed cost-benefit analysis to prioritize one, and proposed a 5-year growth and international market expansion strategy to key stakeholders

**Bumble: Increase Average Revenue per User (ARPU) (Project Spec)** | NextLeap PM Fellow *Apr 2023 - Jun 2023*

- Determined business and product KPIs impacting ARPU, empathized with customers and elicited user stories, ideated 2 solutions to improve customer satisfaction, designed wireframes, created a pitch deck, and presented findings

**Supply-Chain Analytics using Power BI (Power BI Dashboard)** | Personal Project *May 2023 - Jun 2023*

- Identified key shipment and inventory management inefficiencies, generated hypotheses, validated findings, built a supply-chain analytics dashboard, and presented insights to enable informed business decisions

## SKILLS & CERTIFICATIONS

**Product Skills:** User Segmentation, Market Research, Competitive Analysis, Go-to-Market Strategy, Roadmapping, Prototyping, User Acceptance Test, Software Development Lifecycle Management, Risk Assessment

**Technical Skills:** Tableau, PowerBI, MySQL ([LeetCode](https://leetcode.com/)), Python, Java, HTML, R, CSS, Figma, Notion, Excel, JIRA

**Interests:** Snowboarding, Zumba, Adventure Activities, Painting, Swimming