

# RICHA RANJAN

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## Education

### Dartmouth College

Master of Engineering Management (MEM)

Hanover, NH  
Sept'23 - Nov'24 (Expected)

Upcoming Coursework: Product Design and Development, Strategy, Data Analytics, Marketing

### Vellore Institute of Technology

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

Tamil Nadu, India  
Jul'16 - May'20

## Work Experience

### Shell

Software Engineer

Bengaluru, India  
Sept'20 - Aug'23

- Spearheaded impact assessment on user journey for Workday's bi-annual feature releases, strategically prioritized tasks, and applied agile methodologies to facilitate build-through release, leading to 20% reduction in incidents post rollout
- Collaborated with 6 cross-functional teams to identify scope of automation in the change management process, supported execution, and conducted usability tests to streamline the process, saving ~1.5k hours of manual effort annually
- Revamped data anonymization workflows by gathering project specifications, documenting process gaps, and eliminating manual dependencies, saving \$34k annually
- Led a team of 5 testers, and incorporated DevOps practices to improve alignment and visibility between multi-national teams of engineers, testers, and business stakeholders, resulting in 95%+ defect removal efficiency
- Awarded VP CIO Award for ideating, building, and delivering an automated employment verification letter generation tool that enhanced customer satisfaction (CSAT) and lowered turnaround time from 3 days to a few seconds

### Mercedes-Benz

Technology Analyst Intern

Bengaluru, India  
Dec'19 - May'20

- Wireframed and designed a real-time reporting dashboard using Tableau to track system performance metrics of 100+ instances located globally, leading to improved monitoring efficiency and reduced instance downtime by 60%
- Researched, implemented, and presented the design of an enhanced Azure DevOps deployment pipeline that minimized package formation and deployment time from 10 minutes to a few seconds

## Project-Based Experience

### Bumble: Increase Average Revenue per User (ARPU) (Project Spec) | NextLeap

Apr'23 - Jun'23

- Determined the business and product outcomes impacting ARPU, conducted customer and market analysis, collected feedback via primary and secondary research to understand customer experiences, and created user personas
- Ideated potential solutions for increasing ARPU, designed wireframe and system design of the prioritized solution, defined success metrics for data-focused tracking of the proposed solution, and presented findings

### Supply-Chain Analytics using Power BI (Power BI Dashboard) | Personal Project

May'23 - Jun'23

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

### Customer Segmentation using Python (Customer Analysis Dashboard) | Personal Project

May'23 - Jun'23

- Performed data transformation and preprocessing using Excel, identified potential customer segments and selected features for visualization, built plots using Python data visualization libraries, and presented findings

### Android Application for Dyslexic Children | Entrepreneurship Cell, VIT

Aug'23 - Oct'18

- Orchestrated a team of 3 developers and designers to define objectives and prioritized tasks to build an MVP of an Android app for dyslexic children; Enhanced user experience by conducting A/B tests on 20+ children and donated the app

## Skills and Certifications

**Skills:** User Segmentation, Customer Research, User Empathy, Competitor Analysis, Roadmapping, Wireframing, Agile, Prototyping, System Design, Change and Release Management, Test Plan and Strategy, Risk Assessment

**Technical Skills:** MySQL ([LeetCode](#)), Python, Java, HTML, CSS

**Tools:** Tableau, PowerBI, Excel, Azure DevOps, Figma, Whimsical, JIRA, Notion, Workday

**Certifications:** Tableau Analyst, Product Manager ([NextLeap](#)), Google Project Management, Google Data Analytics