

RICHA RANJAN

Hanover, NH | richabelair04@gmail.com | +91-9944111081 | [linkedin.com/in/richaranjann/](https://www.linkedin.com/in/richaranjann/) | [Portfolio](#)

Education

Thayer School of Engineering at Dartmouth College

Hanover, NH

Master of Engineering Management (MEM)

Nov 2024 (Expected)

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

Vellore Institute of Technology

Tamil Nadu, India

Bachelor of Technology – Computer Science and Engineering [GPA: 3.98]

May 2020

Work Experience

Shell

Bengaluru, India

Software Engineer

Sept 2020 - Aug 2023

- Spearheaded impact assessment on user journey for Workday's bi-annual feature releases, strategically prioritized tasks, and incorporated agile methodologies to facilitate build-through release, leading to 20% reduction in incidents post rollout
- Collaborated with six cross-functional teams to streamline the change management process, identified opportunities, introduced automation, and conducted usability tests with focused user group to save ~1500hrs of manual effort annually
- Cross-skilled by learning data anonymization in a short time frame to support resource crunch, documented process gaps, and revamped anonymization workflows to reduce manual dependencies leading to annual savings of \$34k
- Led a team of five testers, standardized ways of working, and adopted DevOps practices to improve collaboration and transparency between multi-national teams of engineers, testers, and business, leading to 95%+ defect removal efficiency
- Awarded VP CIO AWARD in the "Maximize our Performance" category for ideating, building, and delivering an automated employment verification letter generation tool that lowered turnaround time from 3 days to a few seconds

Mercedes-Benz

Bengaluru, India

Technology Analyst Intern

Dec 2019 - May 2020

- Wireframed and designed a real-time monitoring 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 min to a few seconds

Project-Based Experience

Bumble: Increase Average Revenue per User (ARPU), Next leap Product Manager Fellowship ([Link](#))

Jun 2023

- Determined the business and product outcomes impacting the ARPU of Bumble, conducted competitive analysis and market research to understand user pain points, and created user personas
- Ideated potential solutions for increasing ARPU of Bumble, designed the wireframe and system design of the prioritized solution, and defined metrics to measure success of the proposed solution

Sampling and Analysis of waste generated on campus using SPSS, Vellore Institute of Technology

Nov 2019

- Led a team of six to conduct primary and secondary research on sources of waste generation on campus, formulated hypothesis, validated findings using Chi-Square test, and presented findings to authorities, leading to 30% waste reduction

Android Application for Dyslexic Children, VIT Entrepreneurship - Cell

Oct 2018

- Managed a team of three developers and designers to build an MVP of an Android app for dyslexic children, enhanced user experience and features by conducting A/B tests on 20+ dyslexic children, and donated the app to a school

Skills and Certifications

Skills: User Segmentation, Market Research, Competitive Analysis, Wireframing, Prototyping, Scrum, Agile, A/B Testing, Change and Release Management, Data Visualisation, Test Plan and Strategy, Regression Testing, Hypothesis Testing

Programming Languages: MySQL, Java, Python, HTML, CSS

Tools: Tableau, PowerBI, Excel, Azure DevOps, Figma, Whimsical, JIRA, Confluence, Mixpanel, Notion

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