

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 timeframe to support resource crunch; Executed and documented the process gaps; Redesigned 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 successfully delivering an automated employment verification letter generation tool that reduced turnaround time 3 days to a few seconds

Mercedes-Benz

Bengaluru, India

Student Trainee

Dec 2019 - May 2020

- Ideated, wire-framed, and built a real-time monitoring dashboard using Tableau to track KPI's 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 reduced 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

June 2023

- Defined 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 and prioritized potential solutions for increasing the ARPU of Bumble; Designed the wireframe and system design of the prioritized solution, and defined metrics to measure the success of the solution

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

Nov 2019

- Led a team of six to design hypotheses on the sources of waste generation on campus; Conducted primary and secondary research and performed Chi-Square tests to validate the hypothesis

Android Application for Dyslexic Children, VIT Entrepreneurship- Cell

Oct 2018

- Led a team of 3 engineers and designers to build an MVP of an android application for dyslexic children; Enhanced the UX and functionalities by conducting A/B tests on 20+ Dyslexic children and donated the application to a school

Skills and Certifications

Skills: Product Road Mapping, Market Research, Competitive Analysis, User Segmentation, Wire framing, Prototyping, Ideation and Validation, Scrum, Agile, Data Analytics and Visualisation, A/B Testing, Hypothesis Testing

Languages: SQL, Java, Python, HTML, CSS

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

Certifications: Tableau Analyst, Google Project Management (Coursera) , Google Data Analytics (Coursera)