

RICHA RANJAN

richa.ranjan.th@dartmouth.edu | +91-9944111081 | [linkedin.com/in/richaranjann/](https://www.linkedin.com/in/richaranjann/) | richaranjan04.github.io/portfolio/

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, oversaw 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 coordination and transparency between multi-national teams of engineers, testers, and 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, solicited 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 metrics to measure the success 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

- Managed a team of 3 developers and designers to define product vision 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

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