

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)

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

Hanover, NH

Sept '23 - Nov '24 (Expected)

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 streamline the change management process, identified opportunities, introduced automation, and conducted usability tests with focused user group to save ~1500 hrs of manual effort annually
- Revamped data anonymization workflows by gathering requirements, 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 business, resulting in 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

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 min to a few seconds

Project-Based Experience

Bumble: Increase Average Revenue per User (ARPU) (*Project Spec*)

Apr '23 - Jun '23

Product Manager Fellowship | NextLeap

- Determined the business and product outcomes impacting the ARPU of Bumble, conducted competitor analysis, analyzed market trends, performed research to understand user needs, and created user personas
- Ideated potential solutions for increasing ARPU of Bumble, 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*)

May '23 - Jun '23

Personal Project

- Identified key shipment and inventory management inefficiencies, formulated hypothesis, validated findings, built a Supply-Chain Analytics dashboard, and presented insights to enable informed business decisions

Android Application for Dyslexic Children

Aug '23 - Oct '18

Entrepreneurship Cell | VIT

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

Skills and Certifications

Skills: User Segmentation, Customer Research, Competitor Analysis, Roadmapping, Wireframing, Prototyping, Scrum, Agile, A/B Testing, Change and Release Management, Data Visualisation, Test Plan and Strategy, Risk Assessment

Technical Skills: Java, MySQL, Python, HTML, CSS

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

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