

RICHA RANJAN

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Education

Thayer School of Engineering at Dartmouth College

Hanover, NH

Master of Engineering Management (MEM)

Nov 2024 (Expected)

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; Presented analysis to Product Owners enabling them to prioritize and maintain backlog, leading to a 20% reduction in incidents post go-live.
- Reduced manual effort by ~265 hrs annually and improved compliance by 70% by collaborating with 6 cross-functional teams to automate the change management process and conducting usability tests.
- Saved \$34,800 annually by identifying product gaps, opportunities, and dependencies and redesigning the workflow.
- Led a team of 5 testers and implemented agile methodologies to improve collaboration and transparency between multi-national teams of engineers, testers, and business, leading to 95%+ defect removal efficiency.

Mercedes-Benz

Bengaluru, India

Student Trainee

Dec 2019 - May 2020

- Enhanced monitoring efficiency and reduced instance downtime by 60% by defining KPIs and devising a real-time monitoring dashboard using Tableau to track system performance data.
- Reduced the package formation and deployment time from 10 min to a few seconds by researching and implementing an optimized design of the deployment pipeline using Azure DevOps

Project-Based Experience

Bumble: Increase 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 6 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: SQL, Python, Data Visualisation(NumPy, Pandas, Matplotlib, SeaBorn), JAVA, HTML, CSS, Java Script, PHP

Tools: Tableau, PowerBI, MS Office Suite, Azure DevOps, Figma, Whimsical, Notion, JIRA, Confluence, Mixpanel

Certifications: Tableau Analyst, Google Project Management, Google Data Analytics

Awards and Activities

- Awarded GF IDT & IRM VP CIO AWARD for Q2 2022 in the "Maximize our Performance" category at Shell
- Organized Aagaz'18, a live music and dance concert, and managed national-level performers and 2000+ attendees
- **Interests:** Adventure Activities [Scuba diving, Paragliding, Snorkeling], Zumba, Recreational Photography