

Rikin Shah, MS, CSM

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PROFESSIONAL EXPERIENCE

Creative Business Solutions, Bowie, MD – Project Manager (Contract)

Nov 2025 – Present

- Led requirements gathering and system architecture for GenAI-driven analytics platforms; collaborated with business and engineering stakeholders to translate decision workflows into scalable AI pipelines, model APIs, and data platform specifications.
- Managed Jira and Azure DevOps boards to execute sprint planning, backlog refinement, and milestone delivery; coordinated data ingestion from 5+ enterprise sources into cloud-native data warehouses powering LLM-driven dashboards and insights.
- Tracked delivery metrics, technical risks, and cross-team dependencies across AI initiatives using Excel and PM artifacts; improved model deployment predictability and reduced data latency by 15%.

Arizona State University, Polytechnic, AZ (IT - Data Engineer / Grader)

Feb 2024 – Dec 2025

- Guided Data Engineering students on applying GenAI and data engineering concepts within software lifecycles, including system design, model evaluation, data pipelines, and production deployment planning.
- Supported Agile-based technical coursework by demonstrating how AI systems integrate with sprint execution, backlog prioritization, experimentation cycles, and milestone-driven platform delivery.

Deloitte Consulting, Mumbai – Consultant

Jan 2021 – Dec 2023

- Engineered 3 end-to-end enterprise data platform implementations using **Python, SQL, and SAP BODS**, supporting large-scale analytics and ML workloads across healthcare and automotive clients, with a focus on **ETL** processes and data quality.
- Designed and optimized distributed data architectures using **SQL, Python**, and cloud data warehouses, engineering scalable **ETL** pipelines with **Java** and **R**, processing 3.2M+ records, enabling real-time financial and operational analytics by 30%.
- Developed backend services and system integrations using REST APIs, message queues, and event-driven pipelines, contributing to **data migration**, quality, and optimization, resulting in 7.5% cost savings, and created technical specifications for data-flow diagrams.
- Executed Agile delivery and production support in fast-paced environments; managed Jira and Azure DevOps workflows across **12 sprints**, authored technical documentation, supported user onboarding, and improved release cycle time by **45%**.

Information Techserve, Pvt ltd. – Software Engineer

May 2019 – May 2020

- Contributed to backend data platform development by building normalized schemas, transformation jobs, and aggregation layers; supported migration of legacy data workflows to modern pipelines to improve performance and reliability.
- Coordinated development tasks and release activities using **Azure DevOps (ADO)** and project tracking tools, supporting senior engineers with deployments, monitoring, and defect resolution.

EDUCATION

Arizona State University – M.S., Information Technology (Project Management)

Jan 2024 – Dec 2025 | GPA: 4.00

Mumbai University – M.S., Information Technology (Data & AI)

Nov 2020 – Aug 2022 | GPA: 9.88

PROJECT & RESEARCH PUBLICATIONS

LLM Resume - LLMResume.com

Nov 2025

- Built and deployed LLM Resume – Built an ATS-friendly optimization tool using LangChain, GenAI, and gRPC APIs with modular workflows and multi-agent orchestration, improving recruiter visibility and accelerating candidate shortlisting.

IBM orchestration Watson Hackathon

Nov 2025

- Built and deployed a modular AI orchestration platform coordinating 4 autonomous agents, scaling Watson API integration with open-source code, and delivering unified company insights that improved decision-making efficiency by 80%.

A Comparative Analysis of Modern IDS: Effectiveness in Detecting Zero-Day Attacks

Mar 2024 – Feb 2025

- Presented comparative study of ML-based Intrusion Detection Systems at ICETDT-2025, analyzing Random Forest, XGBoost, and autoencoder models on CIC-MalMem-2022 datasets. (ISBN: 978-81-970361-0-1)

Sentiment Analysis

Jun 2020 – Jun 2022

- Explored novel NLP techniques to improve sentiment analysis algorithm performance; reduced model training time by 30% and improved reliability by 15%, published in IJAIR, Vol. 9, Issue 2(VI), Apr–Jun 2022. (ISBN: 978-93-92105-13-7)

SKILLS

PM & Agile: Scrum, Agile, Airtab, Jira, Confluence, Azure DevOps, Microsoft Project Management, Visio, OKRs, KPIs

Data & Cloud: SQL, Fabric, PL-SQL, Python, Databricks, AWS, GCP BigQuery, Hadoop, ETL/ELT Pipelines, Data Modeling

AI & Analytics: Power BI, IBM Orchestrate, Tableau, MS Office, ML, NLP, Cursor, n8n, Crew.ai, Bedrock, Phantombuster

SAP & Tech: SAP BW/4HANA, S/4 HANA, BODS, Datasphere, BTP, SSIS, SSRS, Data Integration, Git

CERTIFICATIONS

Certified Scrum Master, PMI - Gen AI for Project Manager, PMP (In-Progress), Leading Agile Teams with Jira, AWS Cloud Architecting, Cloud Operations, Databricks Fundamentals, SAP Fundamentals, MERN Stack , Git/GitHub Version Control