

Rikin Shah, MS, CSM

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PROFESSIONAL EXPERIENCE

Creative Business Solutions, Bowie, MD – Project Management Co-op Nov 2025 – Present

- Gathered requirements and developed technical specifications for data visualization solutions; consolidated 5+ enterprise platforms into Power BI dashboards, streamlining workflows by 4 hours weekly through process improvement.
- Authored user stories and developed interactive process mapping frameworks; drove 30% increase in stakeholder engagement across 8+ strategic deliverables through effective written and oral communication.
- Analyzed project performance metrics using Excel; implemented problem-solving strategies that reduced project delays by 15%.

Arizona State University, Polytechnic, AZ – Grader (Python, Java) Feb 2024 – Present

- Performed software testing and quality assurance for 90 student programming assignments; implemented systematic technical reviews and automated feedback systems, achieving 97% completion rate.
- Delivered technical mentorship through detailed code reviews and debugging support; optimized project completion rates by 30% through process improvements.

Deloitte Consulting, Mumbai – Business Technology Analyst Jan 2021 – Dec 2023

- Developed scalable ETL pipelines using SAP BW/4HANA, Databricks, **Python**, and **R** for end-to-end processing of 3.2M+ enterprise records, and applied **Machine Learning** and **NLP** techniques to automate Power BI deployment with quality assurance protocols, aligning outcomes with OKR/KPI reporting frameworks; aligned outcomes with change management and OKR/KPI reporting frameworks.
- Analyzed business processes for inventory, financial, and procurement operations using **Python**, SQL, Tensor Flow, and Py Torch; deployed optimization algorithms with rigorous testing, generating 7.5% cost savings, and created data visualizations using **Excel** and **pandas**.
- Directed 12 Agile development sprints across 8-member cross-functional teams, optimizing Jira, Airtable, and workflow systematic issue resolution, accelerating delivery velocity by 15%; drove roadmapping, stakeholder management, and risk management across SDLC milestones, and provided end-user training and support for Num Py and data science tools.
- Deployed enterprise-scale data infrastructure in non-technical environments enhanced reporting accuracy by 30%.

Smart Kid Academy, Mumbai – Founder / Tutor Aug 2017 – Dec 2023

- Taught 200+ students chess strategy and coding fundamentals; supervised 6-person team to expand enrollment pipeline, resulting in 45% increase in retention and 25% revenue growth.
- Launched website (smarkid.co.in) with SEO optimization and Google Analytics integration; maintained 100+ weekly active users through targeted digital marketing.

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 auto-encoder 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**, Stakeholder Management, OKRs

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, AWS Cloud Architecting, Cloud Operations, Databricks Fundamentals, SAP Fundamentals, MERN Stack, GenAI in PM, Leading Agile Teams with Jira, Git/GitHub Version Control