

Rikin Shah, MS, CSM

Tempe, AZ | rshah88@asu.edu | 9172385682 | github.com/rikinshah787 | linkedin.com/in/rikinshah787 | rikin.tech

PROFESSIONAL EXPERIENCE

Creative Business Solutions, Inc. 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 - Project Management / Grader) Feb 2024 – Dec 2025

- Guided Project Management 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

- Deployed 3 end-to-end enterprise data platform implementations supporting large-scale analytics and ML workloads across agro-business, healthcare, and automotive clients; contributed to design, development, deployment, and post-production support using **AWS** and **Kubernetes**.
- Designed and optimized distributed **NoSQL** data architectures using **SQL**, **Python**, and cloud data warehouses; engineered scalable ETL pipelines processing 3.2M+ records, enabling real-time financial and operational analytics and improving data accuracy by 30%.
- Developed backend services and system integrations using REST APIs, message queues, **Redis**, and event-driven pipelines across heterogeneous systems; contributed to data quality and optimization initiatives resulting in 7.5% cost savings.
- Executed Agile software 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% using **Go** and **Python**; drove roadmapping, stakeholder management, and risk management across SDLC milestones.
- Assisted with program-level reporting and technical governance, maintained risk and issue logs, coordinated stakeholder communications, and supported post-deployment stabilization, driving a **15%** improvement in overall delivery velocity.

Information Techserve, Pvt ltd. – Software Engineer May 2017 – May 2020

- Contributed to frontend and 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

JobGrid Live Extension: Unified Search for Jobs Dec 2026

- JobGrid Live Extension: Multi-Platform Magic Search for Jobs 10x Faster, with split-screen views across 18+ boards like LinkedIn, Indeed, Glassdoor, and Dice.

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)

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