Moraldeep Sachdeo

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SUMMARY

Results-driven Product & Technical Program Manager with 7+ years in SaaS, AI/ML, eCommerce, Semiconductors and Marketing Technology. Skilled in building scalable products, optimizing processes, and driving data-informed decisions. Expertise in analytics, automation, and API-driven integrations to enhance efficiency and impact.

SKILLS

- **Product Management:** Go-to-Market Research, Pricing Strategy, Product Roadmap/ Lifecycle Development, Stakeholder Management, Vendor Negotiations, SCRUM, OKR, SOW, SDLC, EDLP, EDLC, CI/CD
- **API:** API Lifecycle Management, JSON Based APIs, Postman, Enterprise Software SaaS Integrations
- **Data Skills:** SQL, Python (NumPy, Pandas, sklearn, matplotlib), R, Tableau, Power BI, Advanced MS Excel (Vlookup, Pivot Tables, Macros), ETL Development, Data Pipeline & Feature Engineering, Snowflake, QlikView
- **Technical Skills:** ML algorithms, Statistical Analysis, Risk Modelling, Predictive Modeling, Linear Optimization, A/B Testing
- **Program Management:** JIRA, KPI Tracking, Agile Methodologies, Product Strategy, Technical Account Management
- **Operations**: Lean Six Sigma, Inventory Management, Supply Chain Optimization, Demand Planning, Revenue Forecasting

PROFESSIONAL EXPERIENCE

Sprinklr Inc, San Jose **Oct 2023 - Present**

Product Manager | Client Solutions & SaaS Implementations

Launched AI-Powered Conversational Solutions

- Owned end-to-end roadmap for **AI-powered live chat agents**, delivering 0→1 launch of conversation summarization, smart reply, and auto-compose features using fine-tuned LLMs (BART) and RAG pipelines, scaling adoption across multiple enterprise tenants, driving **$1.2M annual cost savings** through workflow automation and improved agent efficiency.
- Defined success metrics (BLEU/ROUGE, hallucination rate) and implemented systematic benchmarking, prompt engineering, and human-in-the-loop QA to ensure high-quality outputs.

AI Evaluations & Data Infrastructure

- Led LLM vendor evaluation, balancing accuracy, latency, and cost; optimized token usage, concurrency limits, and throughput capacity for scalable enterprise performance.
- Designed **AI evaluation frameworks**, including counterfactual testing, LLM-as-a-judge scoring, and reporting dashboards to measure grounding precision and business impact.
- Built **scalable data labeling pipelines** using active learning and confidence-based sampling to accelerate fine-tuning cycles and improve reliability of AI agents.

Enterprise Integrations and Workflow Optimization

- Delivered secure **API integrations** (DAM, Salesforce CRM, Twilio IVR) using OAuth, webhooks, and custom connectors to enable seamless interoperability for AI-driven workflows.
- Improved live chat **UI/UX** via workflow-based A/B testing, boosting containment rates and reducing escalations by 25%.

Micron Technology Inc, San Jose **July 2022 - Sept 2023**

Senior Program Manager | Digital Transformation, Innovation & Analytics

- Led technical business projects, driving roadmaps, making trade-off recommendations, and owning end-to-end resolution of **technical challenges in Data Engineering**, enabling solutions and resolving blocking issues.
- Collaborated with Data Scientists and Business Leaders to **develop ML predictive models (lead time, cost, risk)** implemented in a SaaS application, optimizing Global Procurement for vendor selection and negotiations.
- Devised sourcing management strategies & cost benefit analysis for **new product launches (NPI)** including RFx workflow setup within Procure-to-Pay system that reduced lead times by 25% and supported onboarding of new vendors.

Western Digital Inc, San Jose **Mar 2021 - July 2022**

Program Manager | Supply chain & Analytics Centre of Excellence

- Revamped **eCommerce product tracking** by designing Tableau dashboards to monitor last-mile supply chain data, identifying bottlenecks and driving process improvements, leading to a **25% reduction in lead times**.
- **Led product segmentation and market research** to assess the competitive landscape and business trends, optimizing product offerings and improving capacity planning through linear optimization.
- Spearheaded the implementation of a demand forecasting Machine Learning model, **improving forecasting accuracy by 15%** and **reducing stock outs by 10%**, resulting in a more cost-effective supply chain.

Beam Solutions, San Francisco **Aug 2019 - July 2020**
Data Science intern | Fraud Detection Division

- Developed an **NLP-driven pipeline** to analyze unstructured text from online platforms, extracting sentiment and contextual insights to support fraud detection efforts.
- Applied **unsupervised K-Means clustering** to sentence embeddings, grouping user content into distinct clusters to identify outliers and potential money laundering patterns on online platforms.
- **Tuned advanced ML models**, including Bidirectional LSTM and GRU neural networks, to classify sequential text data, achieving an **89.48% ROC-AUC score** in detecting suspicious account behavior.

Imarticus Learning Pvt Ltd, India **Jan 2019 - July 2019**
Technical Program Management Intern| Sales & Marketing Division

- Spearheaded a cross-functional initiative to enhance video discovery on the Imarticus Learning platform, leveraging A/B testing and ML algorithms, resulting in a **12.5% increase in click-through rate (CTR)** & automated multi-tagging system

Mercedes Benz India Pvt Ltd, India **Dec 2017 - Dec 2018**
Operations Engineer

- Optimized product launch workflows through process automation and real-time defect monitoring, reducing time to market by 15% and customer complaints by 20%.

PROJECTS & TECHNICAL PUBLICATIONS

Pedestrian Safety Prediction for Self-Driving Cars
[IEEE Research Paper Link]

- Designed and implemented an **end-to-end pedestrian intention prediction system**, integrating YOLOv3 object detection bounding boxes with 9-point skeletal features, achieving an average precision of 0.89 and precision/recall of 0.79/0.89 through an early fusion approach using DenseNet for robust day- and night-time performance.
- Proposed and evaluated 3 novel metrics for assessing pedestrian intention prediction, enabling accurate forecasting of risky pedestrian maneuvers up to 16 frames (0.5 seconds) ahead, while benchmarking the system on the JAAD dataset and enhancing skeletal fitting with COCO-based annotations.

Value Streaming Mapping and Sustainability Initiatives for Manufacturing Industry
[Lean Six Sigma Research Paper Link]

- Conducted process optimization analysis in bonnet manufacturing by integrating Value Stream Mapping (VSM) with simulation modeling, identifying bottlenecks and inefficiencies in production workflows.
- Designed a future-state process model using Arena Simulation and Break-Even Analysis, improving operational efficiency and validating the feasibility of VSM-driven optimizations to reduce lead time and environmental impact.

EDUCATION

University of California, BERKELEY Masters in Operations Research
Vellore Institute of Technology, VIT Vellore, India Bachelors in Engineering