Moraldeep Sachdeo

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SUMMARY

Results-driven Product & Technical Program Manager with 7+ years of experience in building scalable products, optimizing business processes, and driving data-informed decisions. Skilled in integrating analytics, automation, and AI/ML solutions to solve complex problems and deliver measurable 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 - Feb 2025
Product Manager | Technical Program Manager | Client Solutions & SaaS Implementations
- Optimized Home Depot's live chat support with Google Vertex powered AI summarization feature, automating case summaries, cutting agent workload by 30% and response times by 2 minutes, and scaling impact across 400K+ associates
- Saved Clients $5M+ by leading API-driven integrations between Sprinklr and enterprise platforms (Salesforce, Veeva), utilizing API connectors, webhooks, OAuth, and custom API configurations to ensure seamless data interoperability streamlining workflows and data synchronization
- Conducted A/B testing on Sprinklr's live chat, optimizing UI/UX elements to increase customer engagement and refining chatbot workflows using Google's Detect Intent API, reducing escalations to human agents by 25%
- Executed Ad strategy framework within Sprinklr's platform, optimizing audience targeting, budget allocation, leading to improved campaign effectiveness for enterprise clients and a 25% increase in platform adoption

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 Machine Learning predictive models (lead time, cost, risk) implemented in a SaaS application, optimizing Global Procurement for vendor selection and negotiations.

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-powered data pipeline that transformed unstructured text corpus into tokenized, model-ready data, feeding it into ML models for sentiment analysis to detect fraudulent financial activity.

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%.

EDUCATION

University of California, BERKELEY (3.8/4) (2019-2020)   Masters in Operations Research
Vellore Institute of Technology, VIT Vellore, India (4/4)   Bachelors in Engineering