Moraldeep Sachdeo

San Francisco Bay Area, CA| moraldeepsingh@berkeley.edu |+1(510)-646-7721| Linkedin | Technical Publications

SUMMARY

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

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

SELECTED PROFESSIONAL EXPERIENCE

Sprinklr Inc, San Jose   **Oct 2023 - Present**
Product Manager | TAM | Retail Client Solutions & SaaS Implementations

- Owned end-to-end roadmap for **AI-powered agents** in Live chat, delivering 0→1 launch of conversation summarization, smart reply, and auto-compose features using **fine-tuned LLMs and RAG**, reducing agent workload by 30%, scaling adoption to **400K+ enterprise users**, driving **$1.2M in annual cost savings** through workflow automation
- Led **LLM vendor evaluation**, balancing accuracy, latency, and cost; optimizing token usage, concurrency limits, and throughput capacity to ensure scalable enterprise performance.
- Designed and implemented **AI evaluation frameworks**, including prompt engineering, systematic benchmarking, human-in-the-loop QA, counterfactual testing, and reporting dashboards to measure quality, hallucination risk, and business impact.
- Built **scalable data labeling and annotation pipelines** (active learning, confidence-based sampling) and introduced LLM-as-a-judge evaluation to accelerate training cycles to ensure reliable AI agent performance.
- Led enterprise-grade **API integrations** (Salesforce CRM, Twilio Voice Call IVR) with secure APIs, OAuth/webhooks and **optimized live chat UI/UX** via workflow-based A/B testing improving containment rates and streamlining interactions.

Micron Technology Inc, San Jose   **July 2022 - Sept 2023**
Senior Program Manager | Digital Transformation, Innovation & Analytics

- Collaborated with Data Scientists and Business Leaders to develop ML models for **predictive analytics**: (lead time, cost, risk) implemented in a SaaS application, optimizing Global Procurement decisions and vendor negotiations.
- Conducted **cost-benefit analysis** for new product launches (NPI), integrating AI-driven insights into sourcing strategies and RFx workflows, reducing lead times by 35% and accelerating vendor onboarding.

Western Digital Inc, San Jose   **Mar 2021 - July 2022**
Program Manager | Supply chain & Analytics Centre of Excellence

- Spearheaded the implementation of a **demand forecasting Time Series ML model**, improving forecasting accuracy by 15% and reducing stockouts by 10%, enhancing supply chain efficiency.
- Led **product segmentation and market research initiatives** to optimize product offerings, while revamping eCommerce tracking dashboards to identify last-mile bottlenecks and reduce lead times by 25%.

Beam Solutions, San Francisco   **Aug 2019 - July 2020**
INTERN: Data Scientist | Fraud Detection Division

- Developed an NLP pipeline leveraging sentiment analysis and clustering algorithms to detect fraudulent financial patterns in unstructured text, achieving an 89.48% ROC-AUC score.

Mercedes Benz India   **Dec 2017 - Dec 2018**
Product 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   Masters in Operations Research
Vellore Institute of Technology, VIT Vellore   Bachelors in Engineering