

Moraldeep Sachdeo

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SUMMARY

Results-driven Product & Technical Program Manager with 7+ years of experience in building scalable products and optimizing business processes, with a strong focus on supply chain optimization. Skilled in leveraging analytics, automation, and AI/ML solutions to streamline operations, solve complex logistical challenges, and drive 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
- **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 Francisco Bay Area

Oct 2023 - Feb 2025

Product Manager | Technical Program Manager | Client Solutions & SaaS Implementations

- Spearheaded an AI-driven customer support initiative that automated case summarization, reducing agent workload by 30% and cutting response time by 2 minutes per case.
- Managed strategic programs integrating enterprise platforms (Salesforce, Google, Veeva) to enhance data synchronization, resulting in \$5M annually in operational cost savings for clients.
- Developed and executed performance optimization strategies for advertising operations, driving a 25% increase in platform adoption and improving campaign effectiveness.

Micron Technology Inc, San Jose

July 2022 - Sept 2023

Senior Program Manager | Digital Transformation, Innovation & Analytics

- Negotiate, manage and coordinate sourcing activities for NPI materials including evaluation of suppliers and managing the RFx process and analyzing competitive bids using eSourcing tool.
- Analyze spend data, internal requirements, and external supply markets to develop strategic sourcing strategies and plans aligned with the business goals
- 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.

Mercedes Benz India Pvt Ltd, India

Dec 2017 - Dec 2018

Operations Engineer

- Facilitated cross-functional collaboration between engineering, product, logistics and operations teams to ensure timely and successful product launches and reduced time to market by 15%.
- Devised and executed plans to monitor manufacturing defects on cars and create a feedback loop between stations, which guaranteed that required quality standards and led to a 20% reduction in customer complaints.

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

PROJECTS

Development of a B2B Marketplace and contracting platform for HVAC Industry [Haas School of Business]

- Led the end-to-end development and launch of a B2B Marketplace and contracting platform for the HVAC Industry, solving a need for a connecting platform between OEMs and buyers by collaborating with cross-functional teams and stakeholders to ensure product success.