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
- **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

- Deployed an AI-driven conversation summarization feature within Sprinklr's live chat platform, streamlining case management and enhancing customer support workflows by automatically summarizing interactions, reducing agent workload by 30%, and improving response efficiency by 2min
- Led the design and implementation of API-driven integrations between Sprinklr and enterprise platforms (Salesforce, Google, Veeva), utilizing API connectors, webhooks, OAuth authentication, and custom API configurations to ensure seamless data interoperability. This integration streamlined workflows and optimized data synchronization, resulting in $75M in annual revenue savings for clients.
- 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