

Moraldeep Sachdeo

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SUMMARY

Results-driven professional with 7+ years of experience in enterprise SaaS, technical strategy, and client solutions. Skilled in driving product adoption, optimizing workflows, and integrating AI/ML, automation, and analytics to solve complex business challenges. Adept at managing API-driven integrations, enhancing customer experience, and delivering measurable impact for enterprise clients.

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

Technical Account Manager | Client Solutions & SaaS Implementations

- Served as a trusted advisor to enterprise clients, driving adoption of Sprinklr's AI-powered solutions, including Google Vertex-based live chat summarization, reducing agent workload by 30% and improving response times by 2 minutes across 400K+ associates.
- Led 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
- Partnered with marketing teams to implement data-driven ad strategy frameworks within Sprinklr, enhancing audience targeting, budget optimization, and increasing platform adoption by 25% among enterprise clients.

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.

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