

SAURABH RAJ

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EDUCATION

University of Virginia Darden School of Business – Charlottesville, VA **May 2028**

Candidate for Master of Business Administration (MBA) - STEM OPT eligible, Specialization in Management Science

- Drove a knowledge-share series at Darden's Technology Club drawing on prior AI product leadership

Indian Institute of Technology (IIT) – Guwahati, India

June 2019

Bachelor of Technology, Major in Engineering Physics

- Orchestrated IIT Guwahati Model UN expanding participation to 8 countries and boosting revenue by 66% year-over-year
- Tutored 30 freshers faltering in Electrical Eng. through weekly sessions leading to 100% success in subsequent evaluations

EXPERIENCE

Voicing AI – Bengaluru, India

2025-2026

Senior AI Product Manager

Owned enterprise voice-AI engagements for India's largest telephony clients end-to-end, securing \$27M+ in annual contracts

- Led root-cause analysis of customer drop-off and redesigned call-routing system, cutting operating costs by 80%
- Launched an integrated omnichannel service across voice, chat and social media, lifting customer satisfaction by 50%
- Deployed multilingual voice agents across 8 airports and automated 50K customer queries saving 2,000 monthly man-hours

Sprinklr Inc. – Gurugram, India

2022-2025

Product Manager/Product Owner

2024-2025

Built 'Social Lite' from zero to fastest-growing self-serve product line, compounding 20% M-o-M in 18 months

- Aligned cross-functional teams to consolidate 20+ social channels into one ticketing flow, reducing resolution time by 80%
- Acquired 250+ clients worth \$5M+ by targeting mid-market gaps, establishing Social Lite's revenue base
- Overhauled engagement and publishing workflows for clients, optimizing annual operational costs by 60%

Associate Product Manager

2023-2024

Expanded customer base of 'Service Lite' by 80%, and achieved \$1.5M ARR from previously underserved segments

- Automated ticket routing through AI chat-bots for 45+ B2B brands, eliminating \$480K in annual redundant costs

Senior Product Analyst

2022-2023

Shipped custom-app framework unblocking legacy clients' product adoption, securing \$7M in annual contracts

- Engineered native third-party integrations enabling legacy clients to self-build, reducing turnaround time by 50%
- Conducted 1,000+ cohort interviews and demos, converting recurring pain points into product roadmap prioritization

Wipro Technologies – Bengaluru, India

2019-2022

Associate Consultant

Fortified data security for clients operating in resource-sensitive businesses unlocking \$2M ARR in upsell

- Directed a 10-member team migrating 15M records for a \$200B pharma client, averting \$20M in compliance exposure

ADDITIONAL INFORMATION

- Entrepreneurship: Founded and scaled a restaurant from scratch, compounding 25% month-over-month growth over 6 months while optimizing operations, marketing, and logistics to hold margins 60% above market average
- International Volunteering (AIESEC): Mobilized 17 volunteers amidst 2016 military coup in Turkey, delivering UN SDG-aligned language education without losing a single project day
- Community Leadership: Steered a grant-funded initiative against period poverty in tribal Jharkhand, introducing 1,500 women to modern menstrual care and driving sustained adoption of reusable products that halved cloth-based practices
- AI Applications: Built 8+ open-source AI applications from concept to deployment | Tools: Claude Code, Python
- Hobbies: Guitar, Hiking, Soccer, Cooking, Historical Documentaries