

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

- Launched 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

Spearheaded enterprise voice AI deployments for India's largest telephony clients, securing \$27M+ in annual contracts through end-to-end agent architecture ownership

- Traced end-caller drop-off in a tangled 100+ node IVR that callers couldn't navigate and clients couldn't maintain, rebuilding it into a streamlined 10-node agentic flow, cutting spam-handling costs by 80%
- Pioneered omnichannel conversational AI across voice, chat and WhatsApp integrated with Salesforce and ServiceNow, lowering average handling time by 60% and lifting customer-satisfaction score by 50%
- Deployed multilingual voice agents across 8 Indian international airports handling 50K+ daily inquiries in 12+ languages, accelerating resolution by 75% and automating 95% of queries saving 2000+ man-hours monthly

Sprinklr Inc. – Gurugram, India

2022-2025

Product Manager/Product Owner

2024-2025

Conceived and scaled "Social Lite" from zero to Sprinklr's fastest-growing self-serve product line, compounding 20% month-over-month from first revenue through 18 months

- Aligned cross-functional engineering, design, and support teams to consolidate 20+ social channels into one ticketing flow, reducing resolution time by 80% and amplifying social media brand mentions by 20%
- Acquired 250+ clients worth \$5M+ by targeting mid-market gaps, establishing Social Lite's revenue base
- Overhauled engagement and publishing workflows for clients, trimming 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 chatbots for 45+ B2B brands, conserving 15 man-hours per client monthly and eliminating \$480K in annual redundant costs

Senior Product Analyst

2022-2023

Shipped embedded custom-app framework unblocking legacy clients' product adoption across Self-Serve and Enterprise space, securing \$7M in annual contracts

- Engineered native third-party integrations inside Sprinklr enabling cost-constrained legacy clients to self-build, minimizing 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

- Diagnosed legacy-database failure risk for a \$200B pharma client by directing a team migrating 15M medical records, averting \$20M in compliance exposure

ADDITIONAL INFORMATION

- Entrepreneurship: Launched 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: Led 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 halving cloth-based practices
- AI Applications: Architected 8+ open-source repositories spanning agentic voice AI, RAG pipelines, and multi-agent simulation - self-directed builds from concept to deployment | Tools: Claude Code, Pinecone, TTS/STT systems
- Hobbies: Guitar, Hiking, Soccer, Cooking, Historical Documentaries