

SANDIP DEV

PRODUCT LEADER, EX AMAZON

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PROFILE

Experienced product leader with 13 years across AI/ML systems, digital servicing, supply chain optimization, and enterprise platforms, most recently at Amazon. Built AI products that cut cost to serve, including an agent that deflected 82% of support tickets and a 0-1 chat support channel that cut P90 resolution from 43 hours to 6. Shipped a \$82M/year product from India to five EU markets, and built the governance and evaluation practice behind responsible AI adoption. Operates as a senior individual contributor influencing Operations, Business, Tech, and Finance without direct authority.

EDUCATION

INDIAN INSTITUTE OF MANAGEMENT, AHMEDABAD
MBA, MARKETING AND OPERATIONS

Jun 2010 - Mar 2012

NATIONAL INSTITUTE OF TECHNOLOGY, SURAT
B. TECH, COMPUTER ENGINEERING

Jul 2006 - May 2010

PROFESSIONAL EXPERIENCE

SENIOR PRODUCT MANAGER - SUPPLY CHAIN OPTIMIZATION
AMAZON.COM, SEATTLE

Aug 2022 - Aug 2025

- **Key Win:** Productized an autonomous multi-agent system that controls all worldwide first party inventory availability at Amazon, delivering **\$140M** in Free Cash Flow savings.
- **Responsible AI Adoption:** 0-1 built and launched a human-in-the-loop observability and decision support product that let Operators and Leadership validate impact and trade-offs for AI-driven decisions.
- **Enterprise Insight Capability:** built the data platform behind predictive modelling of competing scenarios at scale, gathering requirements from Operations, Business, and Tech.
- **Intelligent Automation:** shipped an LLM verification layer that extracted structured claims from free-text team callouts and selected pre-registered verifier queries; deterministic code issues the verdict against retrieved evidence. Auto-resolved **52%** of cases at **94%** precision, routing anything unverifiable to human review.
- **AI Governance:** built the evaluation and release-gating pipeline for that layer - counterfactual grounding tests (invert the evidence, the verdict must flip), adversarial guardrail suites, golden-dataset deploy gating, and structural invariants asserted on **100%** of production traffic. Held **97%** grounding fidelity.
- **Cost to Serve:** built an NLQ-to-SQL agent with RAG-based schema retrieval that cut support tickets **82%** and anomaly detection time **3X**, giving 30+ non-technical team members self-serve data access. A three-tier evaluation framework (LLM judges, critic-verifier chain, golden dataset) governed accuracy.
- **Scalable Platform Capability:** curated source tables into an optimized semantic layer with a pre-supplied schema, enabling reliable LLM-generated SQL for a production agent at sub-second latency.
- **Operational Efficiency:** reduced labor costs **4.9%** during Prime Day by replacing a rule-based heuristic with a model that surfaced the capacity-versus-workforce trade-off.

SENIOR PROGRAM MANAGER - GLOBAL STORE
AMAZON.COM, SEATTLE

Jun 2021 - Jul 2022

- **Key Win:** Led the launch of forward deployment nodes across Amazon's Global Store, cutting delivery time by **5 days**.
- **Multi-Market Roadmap:** led the Delivery Excellence charter across five Amazon Global Stores, improving speed SLA by **0.8 days** and saving **13%** against plan.
- **Outcome Measurement:** built the SLA loss bridge for Amazon Exports, attributing every loss to a cause and driving both short and long term interventions.
- **Guest Experience:** lifted CSAT **30%+** during Black Friday by surfacing real-time shipment issues to support teams and closing the system gaps between care and logistics.
- **Mentoring Product Practitioners:** managed and mentored 2 Program Managers; ran monthly and quarterly reviews.

SENIOR PROGRAM MANAGER - SELLER EXPERIENCE
AMAZON.IN, BENGALURU

Feb 2021 - Jun 2021

- **Key Win:** Built the Seller Experience charter for Electronics from the ground up - the programs, processes, and systems that continually identify major loss drivers, saving **USD 3M** per month.
- **Rapid Execution:** saved **USD 1.2M/month** by identifying fraud patterns with Customer Support and Field Operations and deploying solutions within weeks.

- **ML in Production:** reduced concession loss **8%** by deploying an ML-based anomaly-detection model that flagged suspect vendors for review.
- **Process Simplification:** saved **USD 220K/month** by analyzing return patterns by ZIP code and rolling out targeted policy changes for abuse-prone regions.

PROGRAM MANAGER II - OPERATIONAL EXCELLENCE AMAZON.IN, BENGALURU

Apr 2019 - Jan 2021

- **Key Win:** Built and launched Amazon Profit Sense, a **USD 82M/year** product surfacing SKU-level profitability insights from existing P&L data using ML. Scaled from India to EU (FR/IT/ES/DE/GB).
- **Measurable Business Value:** built Amazon India's 3rd-largest cost-savings program in FY20-21.
- **Investment Prioritization:** rescued **USD 92M** in revenue with a structured retention framework for marginal SKUs.
- **Scaling Across Markets:** extended Profit Sense to five new markets - gathered country-specific requirements, reworked workflows for local compliance, reviewed wireframes, and designed UAT test cases.
- **Diagnostic Tooling:** cut stock-outs **6.2%** with a placement dashboard that quantified and actioned root causes.

PROGRAM MANAGER II - AMAZON APPSTORE AMAZON DEVICES, BENGALURU

Oct 2016 - Mar 2019

- **Key Win:** Increased app submission rate **19%** on the Amazon Developer Portal through user-centered UI/UX work.
- **Digital Servicing from Scratch:** designed the end-to-end user flow, response templates, KPIs, and operating model for Appstore's first chat-based support channel. Cut P90 resolution from **43h to 6h**; raised CSAT from **67% to 82%**.
- **Competitive Benchmarking:** benchmarked Appstore testing and developer support against Google Play and the Apple App Store, shipping the fixes that cut release lag behind competitor stores by **8 to 11 weeks**.
- **Service Operations at Scale:** led a team of PMs and testers delivering proactive support and issue resolution at a **91% CSAT**, feeding insights into the long-term product roadmap.
- **Experimentation and Risk Models:** cut testing time for top apps **87.5%** with a statistical risk model.
- **Multi-Surface Launch:** led the Appstore launch on **5 new Fire TV devices** across North America and Europe.
- **Partner Readiness:** owned user testing and partner readiness for India's top streaming apps including Netflix, Prime Video, SonyLIV and ZEE5, coordinating launch-day availability.
- **Automation Impact:** increased bad-app detection true-positive rate **42%** and reduced reviewer effort **26%**.

MANAGER - CORPORATE ALLIANCES & PARTNERSHIPS MPHASIS, BENGALURU

May 2012 - Oct 2016

- **Competitive Intelligence:** built the competitive intelligence function for the partner organization, converting competitor tracking into a ranked set of alliance targets and a **USD 70M** two-year roadmap.
- **Alliance Deals End to End:** owned partnership negotiations from target identification and commercial terms through signature and go-to-market launch.
- **Go-to-Market:** developed GTM strategy, coordinating sales activity and new offering development across Mphasis' partner ecosystem.
- Closed USD 3M worth of deals in the first year on the team.

INDEPENDENT AI BUILDS

SAMARITAN · AI PM OPERATING SYSTEM

Open-source second-brain ([GitHub repo](#)) - 8 capture skills as Claude Code plugin, 4-database Notion backbone, scheduled synthesis (morning briefings + weekly digests), live cross-store Cowork dashboard, and Telegram-routed mobile capture.

WDR.IST · AGENTIC ROAD-TRIP PLANNING APP

Solo build live at [wdr.ist](#) - AI-based trip planning app with curated stops, reviews, ratings, and conversational editing. Agentic concierge with constrained intent classification, context-aware execution, and natural-language UI editing.

SCRASK · OPENCLAW SKILL

Published [Scrask](#) - users share screenshots in chat; an LLM extracts intent and creates tasks, calendar events, or reminders depending on context. ([GitHub repo](#))

SKILLS

Technical: Python, SQL, Tableau, ETL

AI Tools: RAG, AWS Bedrock, SageMaker, LangChain, LangGraph