

SACHIN DUBEY

AI-Driven Product Leader | ML-Powered Risk Systems | Enterprise Scale

Hyderabad, India | +91-7842153300 | sachin_dubey@zohomail.in | <https://www.linkedin.com/in/sachin-dubey-sd/>

Built and scaled ML-driven risk systems delivering \$26M+ in cumulative business impact

PROFESSIONAL SUMMARY

14 years building risk and decisioning systems at Amazon that operate at global scale. Owns product strategy end-to-end, from 3-year vision to ML system design to scaled rollout across 2.27M+ users. Secured funding for \$220M in projected impact by embedding ML models into live enforcement infrastructure and making hard trade-offs to raise precision without increasing customer friction. Drives alignment across 20+ stakeholders and consistently turns ambiguous problem spaces into shipped product. Built systems that replaced manual decisioning with automated, ML-driven workflows at scale.

SELECTED IMPACT

- Defined a 3-year product vision for the risk enforcement engine projecting \$220M in bad-debt savings, securing executive approval for ML and engineering headcount.
- Delivered \$26M in annualized cost savings (2024–2025) by expanding ML-driven enforcement to high-risk buyer segments and eliminating broad-stroke actions that created unnecessary customer friction.
- Improved automation coverage by 2,030 basis points (2023–2024) by replacing manual email enforcement with automated self-service decisioning, reducing CS workload by ~20%.
- Scaled the enforcement infrastructure to 2.27M+ users across multiple high-risk cohorts, each requiring distinct feature design and risk-experience trade-offs.
- Unlocked \$30M DSI and \$10M bad-debt savings pipeline by defining the 2025 roadmap and securing sign-off on Session Sanitization for a 2026 launch.

CORE SKILLS

Product Leadership: Product Strategy | Roadmap Ownership | 3-Year Vision | PRD and BRD | Trade-off Frameworks | Product Lifecycle

AI and ML: ML-Powered Systems | AI Agent Design | DeepCARE | Customer Behavior Models | Prompt Engineering | Risk Classification | Generative AI

Execution at Scale: Cross-Functional Alignment | Stakeholder Management | Agile | Automation | Experimentation | KPIs | VOC | Launch Readiness

Tools and Tech: SQL | Tableau | Amazon QuickSight | JIRA | Confluence | Python | Excel Advanced | Claude AI | SharePoint

PROFESSIONAL EXPERIENCE

Amazon Development Centre India

Hyderabad, India

PM II | Buyer Risk Investigations

Jan 2021 to Feb 2026

Product Strategy and Ownership

- Defined product vision for Amazon's primary buyer risk engine, Moderated Enforcement, from concept through global rollout across multiple buyer segments and risk tiers.
- Authored the 3-year vision and made an explicit call to move away from volume-based enforcement toward precision ML interventions, reducing false positives while holding fraud loss targets.
- Drove expansion into Mobile-Only Accounts and Gift Cards by building cohort-specific enforcement features, each with distinct risk thresholds and customer-experience guardrails.
- Owned the BRD for Session Sanitization, made the build-vs-buy call, and defined a phased rollout that secured a 2026 launch with \$6M in projected upside.
- Embedded DeepCARE (k-NN risk clustering) and Customer Behavior Model (offline fraud detection) into the live decisioning layer, automating classification that was previously handled manually.

Product Execution

- Drove multi-quarter roadmap execution across 20+ stakeholders in Engineering, ML, UX, Data Science, and Operations using explicit ROI scoring to resolve competing priorities.
- Replaced broad enforcement actions with targeted, data-calibrated interventions, cutting customer friction and reducing Account Takeover exposure without increasing fraud losses.

- Partnered with CS Engineering and Buyer Risk Prevention to redesign contact routing, choosing a deflection-first model over agent-handled flow to reduce cost-per-contact.
- Influenced org-wide automation strategy by establishing a self-service channel migration model adopted across multiple enforcement workstreams beyond the immediate team.

Impact and Results

- Delivered \$26M in annualized savings (2024–2025) and scaled enforcement to 2.27M+ users by raising precision and cutting the false-positive rate across high-risk cohorts.
- Drove a 2,030 basis-point lift in automation coverage by migrating legacy manual workflows to self-service channels, eliminating ~20% of in-scope CS volume.
- Owned 24+ page-0 business reviews in MBRs and QBRs, using VOC analysis and hypothesis testing to reprioritize the roadmap mid-cycle in response to live risk signals.

PM II | Customer Experience

Oct 2019 to Dec 2020

- Defined product strategy and information architecture for multilingual CS readiness across 4 languages, enabling 300K+ daily users per language to navigate complex service workflows.
- Built a feedback loop between CS tooling and product iteration that measurably reduced customer friction and shaped subsequent roadmap decisions.

PM I | Knowledge Management

Jun 2015 to Sep 2019

- Chose content redesign over a tooling rebuild to deliver a 145% adoption lift in 4 weeks on the internal workflow system used by thousands of global CS associates.
- Drove a 600 basis-point improvement in Positive Response Rate and a 124 basis-point lift in customer understandability through A/B-tested content strategy.
- Defined the KC Navigator roadmap, ran the pilot, validated the results, and owned the scaled rollout across the India CS network.

Analyst

Sep 2013 to May 2015

- Built performance dashboards and data models that surfaced quality gaps and directly shaped product and process prioritization across the CS org.

Quad Electronic Solutions Ltd

Hyderabad, India

Production Planning Engineer

Sep 2011 to Jan 2013

- Owned production planning and resource allocation for a 70-person team, coordinating supply chain and manufacturing to meet customer delivery commitments.

SIDE PROJECTS

AI-Powered Job Search Agent

Claude API | Python | Excel | 2026

- Designed a multi-source job intelligence pipeline that scrapes BuiltIn, LinkedIn, and Instahyre, extracts structured data via prompt-engineered JSON schema, and deduplicates listings into a master tracker.
- Made deliberate product calls: schema-first design for scalability, deduplication logic to preserve signal quality, and a modular build that supports resume tailoring and one-click apply in v2.
- Achieved a 30% HR callback rate on 20 targeted applications in 7 days (30x the industry baseline). Roadmap targets SaaS commercialization with multi-user pipelines and employer-side analytics.

EDUCATION

MBA, Strategy and Marketing | Indian School of Business (ISB), Hyderabad

Exchange Programme, Global Strategy | INSEAD, Singapore

B.Tech, Electronics and Communication Engineering | Aurora's Engineering College, Hyderabad

CERTIFICATIONS

AI Fluency Framework and Foundations | Claude 101 (Anthropic) | Product Management: Building a Product Roadmap | Design Thinking: Understanding the Process | Product Innovation for Product Managers