

Zameer Khan

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## EXPERIENCE

*Sprinklr / Associate Manager ML services*

**Feb 2022 - Present**

- Optimizing workflows for global strategic accounts worth \$2mn in ARR
- Leading a team of 3 to fine tune and maintain AI model accuracy above the standard benchmark of 80%
- Developed a custom social data classification model, securing a \$50k deal
- Presented a biweekly AI model accuracy report via dashboards which led to increase in customer buy-in by 25% giving more opportunities for product upsell

*Sprinklr / Senior Associate ML services*

**May 2021 – Feb 2022**

- Implemented workflows via Sprinklr rule engine to save customers an average of \$4000 and 60-man hours
- Performed in-depth feedback analysis which increased overall model accuracy by 15% across various industries
- Worked with multidisciplinary teams including language experts to provide value to customers in terms of foreign language classification and noise reduction in the social space by 80%
- Implemented a seamless guideline documentation for induction and training new hires which increased onboarding efficiency by 15%
- Operated as a liaison between the product team, internal stakeholders and customers for key accounts worth 500k ARR to drive adoption with end-to-end ownership from discovery and road mapping to execution and landing

*Sprinklr / Associate ML services*

**Mar 2019 – May 2021**

- Built and deployed AI models for 5 key industries such as Food & Beverage, Gaming, Hospitality, Banking, and Logistics under the Reporting and Engagement *Sprinklr* product to provide value realization.
- Executed data validation across 12 languages for model accuracy improvements and sustenance.
- Reduced AI model build time by 60%, using existing model prediction architecture and consolidating relevant datasets.
- Worked on various product modules within Sprinklr for phrase, sentiment, and context level predictions to maintain overall AI performance at 80% and above.
- Curated specific, audience-targeted agent replies for training and development of the Smart Response product which resulted in early product adoption by 3 months.

*Sprinklr / Intern ML services*

**Sep 2018 – Feb 2019**

- Performed quality assurance on large annotated datasets for model training
- Integrated vendor management across 5 industry-specific AI models and 4 languages.
- Built 2 global and 5 vertical-specific data classification models using existing ML architecture.

## EDUCATION

*Reva University / Bachelor of Technology, Mechanical Engineering*

**June 2014 – June 2018**

## SKILLS

**Product:** UAT, PRDs, Product Management, A/B testing, Stakeholder Management, Wireframing, Product Analysis

**Certification:** Upraised CAP, Six Sigma Green Belt

**Tools:** JIRA, Balsamiq, Miro, Canva, Sprinklr Product Suite

