

Anjali Sachan

10 Years 5 Months Overall Experience

With over 10 years of proven strategic leadership in E-commerce & Health-Tech, I have driven over INR 159 Cr in quantifiable business impact. Adept in Product Strategy, Road-mapping, GTM, and Product Lifecycle Management, I have driven holistic Product Strategy, GTM, Business Transformation, and Ops Excellence via a data-driven Agile & AI framework. Proficient in Business Strategy, Competitive Analysis, and Customer-Centric Marketing, I have effectively driven market impact, enhanced CX, and growth.

Industry

- E-commerce
- Health-tech

Functional Areas

- Operational Excellence
- Product Strategy & Road mapping
- Go-to-Market (GTM) Strategy
- Business Strategy & Planning
- Business Transformation
- Product Lifecycle Management
- AI & Automation in Business
- Agile & Lean Methodologies
- Competitive Analysis
- Marketing & Customer Acquisition
- Program Management
- Business Consulting

Education

Indian Institute of Management, Indore

Master Of Business Administration

2025-2026

Gautam Budh Technical University

Bachelor of Technology, Computer Science Engineering

2009 - 2013

Certification

Certified Scrum Product Owner (CSPO®)

Manage the product backlog and guide a development team to maximize the value delivered to stakeholders

2025

Generative AI: Foundation Models and Platforms (IBM)

Generative AI, covering foundation models and their practical deployment on enterprise platforms like WatsonX.ai

2025

Six Sigma Green Belt (KPMG)

Six Sigma Green Belt methodology for leading data-driven business process improvement projects

2025

Looker Studio (Udemy)

Interactive, Shareable dashboards and reports using Google's Looker Studio

2024

Core Web Application Technologies (Microsoft)

ASP.NET Core, an open-source, cross-platform framework, enables high-performance web apps, APIs, and real-time solutions with C#

2024

Product Management

Accomplishment

Kool & The Gang Award & Extra Miller

Recognized for exceptional team contribution to the successful launch and rollout of the Open Box Delivery (OBD) and Doorstep QC products at Flipkart, annualized savings of INR 159Cr

The Rising Star Award

Awarded for best performance in the new investigations batch at Amazon, directly contributing to enhanced marketplace trust and platform integrity

IIM Indore Alum Team

Worked with a team of 7+ representatives to connect with the Alumni Base of 900+

GBTU Cultural Fest Team

Led the GBTU cultural fest team, ensuring successful, memorable events.

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Experience

Flipkart

2 Years 11 Months

Lead, Product & Strategic Operations

Dec' 21 - Oct' 24

- Defined Product Strategy & Led Open Box Delivery GTM, increasing trust & reducing disputes, delivering INR 159 Cr in business goodness.
- Reduced Missing, Mis-shipment & Damage (MMD) claims by 65%, increased Return-To-Seller by 28% via core logic & signal workflows.
- Significantly boosted efficiency by 13% by launching RVP QC based pickup using Poka Yoke and reducing incorrect pickups at doorstep.
- Established a 8-members team to manage end-to-end RVP process covering Pickups, in-transit logistics & seller dispute resolution (SDR).
- Authored SOP for SDR, defining terms for damage, empty, wrong & partial shipment discrepancy claims & defined the acceptable terms.
- Engineered Python Selenium for web browser automation report using AI, saving ~10 man-hours weekly and boosting efficiency by 25%.
- Boosted operational efficiency by 7%, by launching Geo-Location (within 300 meters) based fake attempt detection to increase pickups.
- Reduced shipment lifecycle from 60 days to 30 days, increasing RTO to 99.47% (within 30 days) and reducing RVP cancellations by 11%.

Mfine

2 Years

Senior Analyst, Business Strategy

Jan' 20 - Dec' 21

- Reduced payment discrepancies by 40% & boosted doctors satisfaction by 25% by deploying an audit automated system.
- Automated the audit using a UIPath robot and built-in finance functions to read and validate all claims data pre-payment.
- Developed Power BI dashboard analyzing geo-demographic data, cutting analysis time by 40%, driving market expansion.
- Forecasted the requirement of senior doctors' basis the demand flow & planning roaster for junior doctors during Covid.
- Onboarded 250+ specialty doctors during covid & create SOP for onboarding process for contract doctors with pilot run.
- Defining KPIs for junior doctors & collaborate and provide support across 4 departments of tech, Ops, doctors and SCM.

Amazon

4 Years 1 Month
Risk Strategy Analyst

Jan' 16 to Jan' 20

- Successfully prevented $5M+ in fraud transaction losses by analyzing over 10,000 high-risk accounts and created MO.
- Refined MO for Account TakeOver (ATO), Compromised Credit card (CCC), Country Combos, Friendly Fraud, Identity theft.
- Reduced repeat customer contact by 12%, creating long-term solution (RCM), analyzing pattern of >4 appeals in 180 days.
- Improved customer loyalty by 10%, validating product authenticity by invoice verification for Indian and Chinese Clients.

Flipkart

1 Year 8 Months
Customer Tech Support

May' 14 - Dec' 15

- Improved First-Contact Resolution by 15% by analyzing consultant calls & implementing targeted process improvements.
- Owned the end-to-end resolution for 100+ weekly CEO-level escalations, and providing strategic solutions for critical issues.
- Resolved technical issues by collaborating with the IT and Operations departments to ensure a comprehensive solution.