SANDEEP PANDIAN

CUSTOMER ADOPTION, ENABLEMENT & IMPLEMENTATION | CONVERSATIONAL AI DELIVERY

Bengaluru, India | +91 95008 40017 | sandeep6andrew@gmail.com | LinkedIn | Portfolio

Program management professional with 8+ years across fintech, e-commerce, and customer operations, focused on adoption of self-serve and conversational AI. Designs voice bot, IVR, and chatbot journeys and scales enablement content with product, engineering, operations, and vendor teams. Raised consumer-lending automation from 43% to 70%, grew IVR and chatbot self-service from 15% to 42%, and converted 500+ static documents into guided decision trees.

CORE STRENGTHS

Customer Adoption & Enablement • Voice Bot, IVR & Chatbot Design • Conversational AI Testing & Rollout • Self-Serve Content & Decision Trees • Automation & Deflection Metrics • VOC & Root-Cause Analysis • CSAT Improvement • Onboarding & Time-to-Value • Cross-Functional Delivery • Stakeholder Management • Vendor Management • CRM Integration • Jira • Customer Experience

PROFESSIONAL EXPERIENCE

PhonePe, Bengaluru | Process Designer - Consumer Lending (Project / Program Delivery)
Feb 2025 - Present

- Designed end-to-end voice bot journeys for support and sales on partner voice-AI platforms (GreyLabs AI, Karta): a support bot covering all pre-disbursal loan milestones, an in-app sales bot on the offer-selection page, and an outbound telephony sales bot. Coordinated cross-team testing ahead of the H2 2026 rollout.
- Raised overall consumer-lending automation from 43% in January to 70% in August 2026: shipped the new chatbot's milestone check-ins, advanced bot flows that now automate 60% of repeat pre-disbursal interactions, and context-aware IVR flows for VKYC and e-sign that lifted phone automation from 46% to 56%.
- Drove Smart IVR and chatbot self-service adoption from 15% to 42% and cut status-related calls by 60% through real-time API triggers inside the IVR, contributing to ₹3.5 crore in annual savings.
- Audited roughly 5,300 bot and IVR failure tickets to decode manual-ticket spikes; drove root-cause fixes with Engineering that cut daily portal failures by about 50% and first-line IVR tickets by 40%.
- Redesigned CSAT survey logic to measure true resolution, lifting automated CSAT from 50% to 60% and manual CSAT by 10%.
- Led the end-to-end Knowmax knowledge-platform implementation: RFP, vendor selection, content migration, CRM integration, and rollout. Converted 500+ static PDFs into guided decision trees, cutting agent search time by 40% and improving first-contact resolution by 12%.

Fi Money, Bengaluru | Process & Product Excellence Designer - Debit and Credit Cards
Feb 2024 - Feb 2025

- Coordinated a co-branded credit-card go-to-market with a partner bank; designed a mobile-first onboarding journey and API-triggered drop-off recovery that onboarded 50,000+ customers in three months at a 35% waitlist-to-issuance conversion.
- Improved debit transaction success by 1.5% on roughly ₹50 crore in monthly volume and cut dispute resolution time from seven days to 48 hours by replacing manual email workflows with API-led ticket creation.

Amazon, Bengaluru | Project Specialist L3
Jun 2021 - Jan 2024

- Led the Touchless Resolution program, integrating courier-tracking APIs with claim decision logic; grew automated claim closures from 45% to 62% and saved 15,000 investigator hours a year.
- Standardized investigator SOPs and enablement content across global and India teams; achieved 95% QA alignment and reduced decision variance by 40%.

AIDA Cruises, Rostock, Germany | Project Coordinator - Entertainment Business
Mar 2018 - May 2021

- Managed 5+ concurrent launches, system upgrades, and installations with cross-functional teams of up to 20 across multiple vessels, achieving 95% on-time delivery within budgets up to $250K.

EDUCATION

Bachelor of Science, Visual Communication | Hindustan University, Chennai | 2017
Languages: English, Hindi, Tamil, German