

SARABJEET SINGH (Sabby)

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PROFESSIONAL SUMMARY

Product leader with 14+ years building and scaling 0->1 products across Amazon, Chewy and Vistaprint. Expert in building global logistics and delivery optimization products to raise the bar of customer delivery experience.

EDUCATION

Massachusetts Institute of Technology, Cambridge, MA

M.S., System Design and Management

Punjab Technical University, Punjab, India

B.S., Computer Science Engineering

PROFESSIONAL EXPERIENCE

Amazon, Bellevue, WA

Sr. Product Manager Technical, Supply Chain Optimization Tech

Jul 2020 – Present

- Designed 3-year AI-powered roadmap (2026-2028) for end-to-end fulfillment platform (1M+ sellers, 20M+ units/day); optimizing decision logic for OTD, fill rate and capacity utilization; \$300M+ projected benefit.
- Orchestrated cross-functional launch of 12-location DC network for high-velocity inventory (20M units/week); achieved 95%+ in-stock, <1-day delivery; >\$1B GMS benefit.
- Partnered with Data Science to launch RAG-based seller chatbot (200+ indexed knowledge articles) resolving live delivery disruptions; achieved 90%+ intent accuracy, reduced response time P90 1wk. → 15min; \$100K savings.
- Shipped ML pre-planned appointment recommender trained on 100K historical appointments for top 50 sellers; improved on-time delivery 75% → 98%+, reduced arrival-to-return turnaround P90 from 4 hrs. to <2 hrs.
- Delivered appointment scheduling web portal for sellers (pre-filled details, real-time capacity); reduced unilateral reschedules 8% → 1%, inventory errors -6%; \$160M benefits.
- Launched self-service appointment APIs (10K calls/day, <500ms P99 latency) enabling TMS integration for 3P sellers; drove API adoption 0% → 20% of deliveries; \$91M benefit.

Manager, Product Management, Global Logistics

- Launched capacity-matching transportation workflow enabling sellers to book against real-time carrier capacity by balancing tradeoffs; improved OTD 67% → 85%, acquired 20 Tier-1/2 new sellers; \$347M P&L impact.
- Delivered inventory pickup system (trailer drop vs. live unload) handling degraded fulfillment nodes, improved OTD 70% → 95%+, scaled 5 → 50 sellers (1M+ units/week); 90%+ CSAT; \$50M+ P&L impact.
- Led EU engineering/carrier teams to launch EDI856/web ASN workflow (single or bulk upload) for sellers; cut shipment errors 50% (4% → 2%), improving ASN lead time & FC capacity utilization; \$10M network savings.
- Managed 2 PMs; established intake, and launch playbooks adopted across 5 product teams, improving roadmap alignment timelines from 4 wks. -> 2 wks.

Chewy, Boston, MA

Product Manager Technical, Fulfillment and Transportation Tech

Oct 2018 – Jun 2020

- Managed 2 PMs & owned delivery experience products (estimated delivery date, shipment tracking, WIZMO, address validation); supported 99%+ order volume with 99% uptime SLA.
- Architected 'Where Is My Order' (WIZMO) experience from 0→1; scaled from pilot to core consumer feature impacting \$2B+ annual revenue.
- Integrated real-time address validation with Melissa Data (<500ms latency) fixing 1K+ addresses/day; reduced mis-deliveries 50% (1% → 0.5%), eliminated \$2M mis-delivery costs; \$20M total revenue impact.
- Launched shipment tracking product integrating 3 carrier APIs (UPS, FedEx, USPS); reduced tracking-related contacts 20% (100K → 80K/month, \$1.5M cost savings); \$5M LTV uplift.

Cimpress (formerly Vistaprint), Waltham, MA

Product Manager, Fulfillment and Transportation Tech

Mar 2015 – Oct 2018

- Led team of product managers overseeing global logistics and fulfillment tech products for shipment labeling, tracking, customs border-crossing (CN22/commercial invoice), and capacity planning.
- Drove build vs. buy decision with engineering and operations; integrated Descartes Customs Trade solution enabling automated customs compliance (100K+ shipments/day); \$10M cost/GMS benefit.
- Integrated 8 major global carriers (UPS, Au Post, GLS, DHL, etc.) into fulfillment platform with unified rate shopping, label generation (<300ms latency), and tracking; enabled shipping across 5 regions; reduced shipping cost 10%.

Vistaprint, Boston, MA

Sr. Business Analyst, Fulfillment Outbound Logistics

Sept 2011 – Feb 2015

- Built integrations with UPS/FedEx/USPS automating label generation (45K labels/day) and rate shopping; eliminated manual label processing (3 FTE), reduced average shipping cost 20%; \$15M annual cost savings.
- Launched customer-facing shipment tracking (20K shipments/day, 3 carriers); reduced 'where is my package' contacts 80%, saving \$7.6M 3-year NPV impact.

Operations Analyst, Fulfillment Outbound Logistics

- Analyzed 10 years of shipment and contact center data; built business case quantifying \$5M+ GMV opportunity from shipment tracking, securing executive buy-in and roadmap prioritization.

COMPETENCIES AND OTHER INFORMATION

Product: B2B/B2C Marketplace optimization, Product Roadmap, SMB Self-Service UX, WMS/TMS, GenAI, Multi-agent workflows, Evals, Prototyping, LLM/NLP Chatbots, SQL, EDI/API Integration, and System Thinking & Design.

Interest(s): Archaeology, Languages, Artificial Intelligence, Space travel, Sumo wrestling, and Raising chickens.