

SAPNA JADWANI

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Strategic and results-oriented Product Manager with global experience in AI, intelligent automation, digital agents, MLOps, and Web3 technologies. Skilled in leading complex product initiatives, reporting directly to CTOs, and delivering data-driven innovations that optimize operations and customer experience. Proven expertise in Six Sigma, project management, and process improvement across digital platforms, supply chain, e-commerce, and sustainability (ESG). Adept at aligning cross-functional teams with business objectives, driving automation at scale, and delivering measurable impact across B2B and B2C ecosystems. Passionate about leveraging emerging tech to streamline workflows, boost efficiency, and enable intelligent, user-centric solutions.

EDUCATION

- Post Graduate in Apparel and Marketing Management | Mumbai University | 2002 - 2003
- Bachelor of Business Administration | Madurai Kamraj University | 1999 - 2001
- Diploma in Fashion Technology | NIFT | 1998-1999

CERTIFICATIONS

- Certified Usability Analyst (CUA), USA, HFI
- SAFe Product Owner and Product Manager (POPM), Sydney
- ISO 9001:2015 Quality Management Systems

KEY SKILLS

- Product Strategy & Roadmapping (Agile, SAFe, Lean, OKRs, KPIs, Miro, Figma, Visio, Trello)
- AI & Machine Learning Solutions (Gen AI, Chatbots, Predictive Analytics, Digital Agents)
- Enterprise Systems: SAP, Microsoft Dynamics 365, Salesforce, Net suite.
- Cloud Platforms: AWS, Azure, Google Cloud
- Data Analytics: Power BI, Amplitude, Data Dog
- DevOps: JIRA, Azure DevOps
- Process Automation & Martech: (RPA, BPM, Braze, Google Analytics, Hubspot)
- MS office : Powerpoint, Excel, SQL
- Communication, Change management, Innovation
- RFP/ RFI / Vendor Management, Supplychain, Inventory Framework, ESG Reporting

WORK EXPERIENCE

Product Manager | Guzman y Gomez

Australia, Sydney

November 2023 - April 2025

- Developed comprehensive strategy by identifying operational gaps and leading the development of Resto 365, an integrated cloud-based SaaS platform. Streamlining **operations and compliance**, integrating domains and increasing transparency across organisation. Achieved \$5.8M annual savings through **process automation** and AI-driven efficiencies.
- Led strategic planning sessions with C-suite executives, aligning **product roadmap** with business objectives.
- Implemented **Gen AI solutions for intelligent menu management** and **kitchen operations**, driving 85% user adoption through strategic change management.
- Optimized supply chain efficiency through **ZenDesk integration** and automated equipment management workflows. Build Kitchen asset manager (Equipment) and maintenance, IoT sensors (time/temperature monitoring), Operational checklists for cleaning WH&S enhancing operations.
- Integrated ecosystem for Customer Service **Ticketing system** to blend information from **CRM, Loyalty program and POS** improving efficiency by 50% in resolving tickets.
- Implemented AI solutions that delivered automated **Kitchen prep work, Inventory**, Trading hours, Equipment and menu offered in one ecosystem.
- Leveraged agile methodologies, design thinking workshops, and customer journey mapping to drive process optimization and innovation.
- Automated franchise management and review processes, streamlining operations and improving compliance.

Digital Platform Lead | Wesfarmers Industrial & Safety

Australia, Sydney

February 2020 - October 2023

- **Collaboration** with C-level executives and cross-functional teams to facilitate strategic workshops, driving process **re-engineering** across multiple departments.
- Developed a **Supplier Portal**, increasing 28% efficiency in visibility of Purchase orders (PO), goods received, enhancing transparency boosting supplier engagement.
- Led **UX/CX improvements** on the web platform, redesigning UI to achieve a 15% sales increase and streamlining uniform ordering, resulting in an 18% revenue boost. Spearheaded AI chatbot integration on web and mobile, enhancing customer engagement and improving guest services efficiency by 28%.
- Launched a **Drop-Shipping program in the B2B** segment, optimising bulk deliveries by collaborating with suppliers and reducing lead time for Customers delivery.
- Managed technology partners and **vendor relationships**, negotiating contracts and overseeing project budgets.

Global Licensing Coordinator | Australian Wool Innovation

Australia, Sydney

February 2019 - January 2020

- Project Manager for Woolmark Apparel Care program ensuring compliance
- Streamlined processes for ordering and tracking materials, improving supply chain efficiency
- Spearheaded project for annual license renewals achieving 20% growth and efficiently managing salesforce
- Collaborated with designers and country managers globally

Production Coordinator | Woolworths Group

Australia, Sydney

June 2016 - February 2019

- Collaborated on category development and product launches
- Managed critical path and product lifecycle
- Worked through RFQ/RFI and vendor management.
- Developed strategic customer-first initiatives for achieving revenue goals.

Business Development Manager | Intex Sourcing

Copenhagen, Denmark

November 2013 - May 2015

- Led strategic sourcing initiatives across global markets. Collaborated with Design and Buying teams to develop product assortments and seasonal collections.
- Managed pre-costing activities, quality assurance processes, critical path and product lifecycle
- Built and maintained strategic partnerships with global suppliers and manufacturing facilities.
- Reduced procurement costs by 15% through strategic vendor negotiations and volume planning

Assistant Category Manager | Future group

Mumbai, India

October 2011 - March 2013

- Analysed key retail metrics including sell-through rates, stock turn, sales per sq ft, basket size, and conversion rates. Evaluated brand performance metrics to identify growth opportunities and underperforming segments
- Negotiated commercial terms with vendor partners achieving 15% margin improvement.

Marketing & Business Development Manager

Sicaya, Denmark

January 2009 - August 2011

- Managed key accounts portfolio across European markets with focus on Scandinavian expansion.
- Increased client base by 30% through targeted market development strategies. Developed comprehensive client engagement framework improving retention by 25%. Generated \$5M annual revenue through new market penetration.

Assistant Category Buyer| Pantaloons India Ltd

Mumbai, India

November 2005 - June 2008

- Apparel Retail, Buying and sourcing. Responsible for Inventory and Promotions
- Managed Brand positioning, VM with stores, Vendor relationships and store operations.

Merchandiser | Esjay International Pvt Ltd, India

Mumbai, India

July 2003 - April 2005

- Manage Project critical timeline to conform to delivery dates. Coordinated Layout of Machine plans, Time & Motion process for output and CMT of garment. Responsible for compliance and audit - SEDEX, ILO, WRAP and GOTS.

CITIZEN : Australia

REFERENCES : Available on Request

GENDER : Female

CURRENT VISA STATUS : UAE Golden Visa