

HIRAL LAKHANI

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SUMMARY

Customer success and operations leader with 8+ years guiding B2B customers from sales handoff through implementation and renewal. Built a post-sales organization from zero: 150+ customer launches, 90-95% retention, and onboarding time cut in half through playbooks, documentation, and automation. Learns complex products fast and partners closely with Product and Engineering to turn customer feedback into roadmap improvements.

EXPERIENCE

QUMIS (Seed-stage AI insurtech)

Jan 2026 – Present

Chief of Staff

- Operating partner to the CEO across GTM, RevOps, compliance, people ops, and org design; scaled the company from 6 to 12 employees on the path to Series A.
- Took sole ownership of the enterprise security and compliance program, running SOC 2 Type II, ISO 27001, GDPR, and HIPAA end to end in Vanta and negotiating every vendor contract in the stack.
- Consolidated an ad-hoc ecosystem of 25+ applications into a single horizontal tech stack, cutting SaaS spend 30% while centralizing meeting intelligence and team knowledge.
- Standardized RevOps procedures across invoicing, commissions, and month-end reporting, and led a CRM cleanup that established reliable source-of-truth pipeline data.
- Built an automated AI tool approval workflow that removed the CEO as the IT bottleneck and eliminated dropped provisioning requests for new hires.
- Ran product launches as PM for the self-serve motion, owning GTM coordination, category positioning, launch assets, and quarterly board reporting.

MOTIVE (Automotive website SaaS, Series A)

Aug 2023 – Oct 2025

Head of Customer Success & Operations · Promoted from Strategy & Customer Operations Lead

- Built the post-sales and Customer Success organization from the ground up, hiring and managing a 10-person team across onboarding, technical support, and account management.
- Supported 150+ B2B customer launches, driving 5x MRR growth in Year 1 and 3x in Year 2 while holding 90–95% account retention.
- Cut average onboarding from 4 weeks to 2 and post-activation time-to-value to 1 week through standardized deployment playbooks and SOPs.
- Scaled website launch throughput from 3–5 per month to 20–25 per month without sacrificing quality, and designed the QBR framework for multi-site enterprise clients.
- Partnered with Product, Engineering, and Sales to operationalize new launches and AI-enabled workflows, cutting launch timelines 40%.

ANGI (Home services SaaS)

Aug 2021 – Nov 2022

Senior Manager, Business Operations

- Led cross-functional operational initiatives with Product and Engineering, delivering \$1M in annual cost savings and reducing turnaround time 10%.
- Directed rollout planning and performance tracking for provider onboarding, increasing conversion 30% and expanding the network by 200+ active providers.

HOME CHEF (Meal kit, acquired by Kroger)

Jan 2019 – Aug 2021

Senior Manager, Business Operations · Operations Excellence Analyst

- Orchestrated the launch of three new products across 1,200+ Kroger stores, expanding market reach 25%.
- Engineered a boxing process improvement that increased output 35% and reduced labor costs by \$2M.

EY (ERNST & YOUNG)

Sept 2015 – Dec 2018

Senior Associate

EDUCATION & CERTIFICATIONS

University of Kentucky, B.S., Accounting & Finance · Study abroad, Universidad Pablo de Olavide (Seville, Spain)

SAFe Agilist (Scaled Agile, Inc., 2023) · Certified User Experience Designer (Noble Desktop, 2023)

SKILLS

Core: Chief of Staff operations, RevOps, Customer Success & onboarding strategy, GTM coordination, security & compliance (SOC 2, ISO 27001, GDPR, HIPAA), program management, board reporting, process optimization, vendor negotiation

Tools: SQL, Looker, Google Sheets, Attio, HubSpot, Vanta, Rippling, Notion, Linear, Jira, Zendesk, Asana, AI-enabled automation tooling