

HIRAL LAKHANI

Chicago, IL | 859-907-0966 | hiralpatel93@gmail.com | [linkedin.com/in/hiralpatel22](https://www.linkedin.com/in/hiralpatel22)

PROFESSIONAL SUMMARY

Strategy and Operations leader with 8+ years of experience building and scaling operating models across high-growth SaaS and marketplace businesses. Proven partner to Product, Engineering, and Sales teams, translating strategy into execution through structured planning, performance dashboards, and continuous process improvement. Built and ran business operating cadences for leadership teams, leveraging data-driven KPIs to guide decisions, prioritize investments, and support multi-year growth.

WORK EXPERIENCE

QUMIS (Seed-stage AI Insurtech)

Jan 2026 – Present

Chief of Staff

- Acted as the key operating partner to the CEO across Go-To-Market (GTM), RevOps, compliance, and organizational design, scaling the company from 9 to 24 employees toward Series A.
- Established the security and compliance program from scratch, successfully negotiating and closing vendor contracts across SOC 2, ISO 27001, ISO 42001, HIPAA, and GDPR/EU AI Act.
- Standardized RevOps operating procedures across invoicing, commissions, and reporting; led a comprehensive CRM cleanup to establish reliable source-of-truth data.
- Drove cross-functional product launches as the Product Manager for the self-serve motion, owning GTM coordination, category positioning, and launch assets.

MOTIVE

Aug 2023 – Oct 2025

Sr. Director, Strategy & Operations

- Built the Onboarding and Customer Success function from the ground up, supporting 150+ B2B customer launches while driving 5x MRR growth in Year 1, 3x in Year 2, and achieving 95%+ retention.
- Designed and scaled support programs, including comprehensive training, SOPs, QA, and launch playbooks, reducing time-to-launch by ~50% and improving consistency.
- Partnered cross-functionally with Product, Engineering, and Sales to operationalize new product launches and AI-enabled workflows, cutting launch timelines by 40% and enhancing support quality.
- Developed executive dashboards to track CX performance and readiness, enabling data-driven leadership decisions.

ANGI

Aug 2021 – Nov 2022

Senior Manager, Business Operations

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

CHOWBUS

Jan 2021 – Aug 2021

Manager, Business Operations & Strategy

- Spearheaded the operational rollout of pricing and fee structure modifications across 28 cities, generating \$800K in annualized revenue uplift.
- Launched long-distance delivery options in partnership with Marketing and Product, boosting customer satisfaction by 15%.

HOMECHIEF

Jan 2019 – Jan 2021

Sr. Associate, Product & Operations Excellence

- Orchestrated the launch of three new products across 1,200+ Kroger stores in Q3 2020, successfully expanding market reach by 25%.
- Engineered a boxing process improvement that amplified output by 35% and reduced labor costs by \$2M.

EY (ERNST & YOUNG)

Sept 2015 – Dec 2018

Senior Associate

EDUCATION

UNIVERSITY OF KENTUCKY

Bachelor's of Science in Accounting & Finance

SKILLS

Core Competencies:	Product Operations, Program Management, Rollout & Launch Readiness, Process Optimization, CX Strategy, Stakeholder Management, Experimentation & UAT
Tools:	SQL, Google Sheets, Looker, Zendesk, Jira, Notion, Linear, AI-enabled automation tools