

Ritik Roy Dholakia

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Summary:

My expertise is in managing product development and client services engagements for innovative projects, and building processes and organizations to translate early wins in product delivery and client satisfaction into ongoing success.

I am looking for very challenging, high intensity, and intellectually demanding projects and start-ups. I'm looking to join a team that values smart, engaging, and fun people. Geographical preference to New York City, the Bay Area, and India.

Professional Experience:

Director, Customer Success and Product Management
Visible Path Corporation, New York, NY and Foster City, CA

6/04 – 1/07

Visible Path, a Kleiner Perkins funded venture, provides a business social-networking platform to corporate clients. My initial responsibilities with Visible Path were to manage Beta clients and to develop a client services practice. I helped manage a half dozen Beta clients of the initial Visible Path product to paid conversion and developed a simple and flexible client engagement methodology, including best practices for pre-sales consulting, project management, and success metrics, to support our team of client relationship managers with new clients. I worked with the VP of Customer Success to build out and manage an eight person client services team.

When Visible Path chose to re-architect their software platform, I was asked to manage the inbound and outbound product management process. I worked closely with the CEO, VP of Product Management, and VP of Engineering to formalize a product management process that was acceptable to all stakeholders. I have worked closely with Visible Path's engineering organization to re-conceptualize the Visible Path platform, enabling innovative analytics of the social network, and more rapid and flexible delivery of new applications. I am personally responsible for managing a four person team tasked with delivery of product design (PRD & UI) specifications, and collaboration with engineering on FRS documents and QA test design. Finally, I work with our market and services teams to manage client engagements, deliver product marketing materials, and coordinate usability reviews with end users.

Associate
Silver Oak Solutions, New York, NY

1/04 – 6/04

Silver Oak Solutions offered procurement and spend management consulting services to Fortune 100 and government clients. I worked for Silver Oak Solutions on an engagement with the State of Missouri, analyzing government outlay trends for over 4 million dollars in spend, identifying opportunities for saving, and helping re-negotiate vendor contracts, achieving a half million dollars in savings.

Product Manager / Senior Business Analyst
ECOS Technologies, New York, NY

3/01 - 3/03

ECOS Technologies offered data warehousing, reporting, and workflow automation software to corporate environmental management divisions of Fortune 1000 companies. At ECOS, my initial work focused on developing consulting best practices to help our clients maximize value from the alpha-version ECOSystem product. I developed pre-sales collateral, project scoping and client account management practices for alpha clients Novartis, Unisys, and Timberland.

As a product manager, I translated our initial customer experiences into new product designs and specifications for the ECOSystem environmental data and knowledge management software releases Beta through 2.1. I delivered competitive market analyses of environmental enterprise solutions, created product and UI designs and technical software specification documents, including use case modeling and usability studies, quality assurance programs, and consulting tools to support our client account managers.

Research Analyst
Redefining Progress, San Francisco, CA

5/99 – 8/99

Developed applications of the Ecological Footprinting impact assessment tool. Working with Dr. Mathis Wackernagel, created a concise, web-based application of the Ecological Footprint that is internationally used as an environmental education resource. Actively participated in developing technical and philosophical aspects of the Ecological Footprint metric, which has subsequently been used as a teaching tool in classrooms nationwide.

Education:

Stanford University, Stanford, CA. MS, Earth Systems Program, June, 2000. Co-terminal Master's program with coursework focusing on environmental economics, international environmental policy, and environmental ethics. GPA 3.7/4.0.

Goldman Honors Program, Institute for International Studies, Stanford University, Stanford, CA. Completed thesis entitled "The Arsenic Crisis: Short Term Policy Responses to Arsenic Contamination of Groundwater in the Bengal Basin." Field research conducted in India and Bangladesh in August and September, 1999.

Stanford University, Stanford, CA. BS, Earth Systems Program, June, 2000. Inter-disciplinary program with focus on environmental policy and developmental economics. Coursework includes comprehensive survey of natural sciences, environmental science and policy, economics, and political science. Developed strong quantitative and qualitative analytic skills and strong research, writing, and presentation skills. GPA 3.45/4.0. SAT 1590/1600.

<i>Academic Awards:</i>	U.S Presidential Scholar	1996
	National Merit Scholar	1996