

# Darshen Patel

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## EDUCATION

University of South Florida

August 2011 – July 2015

Tampa, FL

- Major: **Bachelor of Arts in Economics & Biological Sciences**
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## EXPERIENCE

Stord

Atlanta, GA

Senior Product Manager

October 2022 – Present

- Lead our core platform product segment – building the framework and features for our GTM software strategy.
- Launched tools to improve the Stord One Commerce (S1C) onboarding experience and reduce the onboarding time by 95%.
- Launched the first iteration of the S1C Dashboard to improve real-time order visibility by 97%.
- Launched the automation of order ship dates to improve order fulfillment by 30%.
- Standardized S1C and reporting timestamps (UTC) to the local timezone of a user; reduced customer escalations by 20%.
- Standardized S1C with Elasticsearch to improve the search experience and reduce the technical cost of querying against multiple services in a distributed environment.
- Lead our quarterly product onsite with a defined agenda, activities, and outcomes.

Product Manager

March 2020 – October 2022

- As the first product manager, helped lay the foundation of the architecture and platform for the Cloud Supply Chain.
- Led the migration of our customers from the legacy platform to our new Cloud Supply Chain platform.
- Established our product metric tools and built reports and dashboards to share with the internal stakeholders.
- Led the fulfillment product segment – built tools to accelerate the flow of goods in and out of facilities for all brands of all sizes.
- Established Stord's first-ever ERG and continue to lead efforts for our DEI and volunteer initiatives.

Farm'd

Atlanta, GA

Product Manager

May 2019 – March 2020

- Led the architectural design of the Farm'd Marketplace Expansion.
- Enhanced the conversion of user feedback and market needs into user stories, process flows, acceptance criteria, and wireframes.
- Guided the product roadmap decisions and provided product demonstrations to customers and potential users.

Product Owner

October 2018 – May 2019

- Built the Farm'd agile process, allowing for a continuous discovery, design, development, and testing cycle.
- Focused on writing user stories, acceptance criteria, and prioritizing/maintaining the product backlog
- Communicated customer and team concerns through open discussion and bi-weekly sprint meetings with the development team.
- Led & managed the success of an end-to-end Farm'd Mobile App product – daily standups with four overseas developers for a 3-month duration.

Logistics Analyst

May 2018 – October 2018

- Formulated a logistics model to track, analyze, and improve the per-drop profitability.

- Identified key concerns with timed delivery and logistics costs – built a solution to enhance on-time demand through higher usage of compact cars versus large reefer trucks.
- Collaborated with the Georgia Tech Supply Chain & Logistics Institute Co-Director, Benoit Montreuil – spent three months with the team researching the synthesis of optimization modeling and mathematical programming for the Farm'd marketplace expansion.

**Business Analyst** – Summergate Pharmacy

**May 2017 – January 2018**

*Tampa, FL*

- Devised a distribution model that effectively and efficiently provided phenomenal customer experience across 15 retail pharmacies within the Southeast.
- Researched pharmaceutical drugs to identify new leads and potential new markets, allowing customer satisfaction while asserting decreased drug prices.
- Identified and developed the company's unique selling proposals and distinctions to enhance the annual growth rate by 15% - 20%.

**Accounts Payable Analyst** – The Walt Disney Company

**March 2016 – July 2016**

*Orlando, FL*

- Ensured financial accuracy of over \$9,130,000 for the success of the Global Accounts Payable operation through excellence in transaction quality and customer service.
- Verified and processed over 150 financial payments daily across North America and Europe via Project Verifier and SAP.

## **LEADERSHIP & VOLUNTEER INVOLVEMENT**

**North America Akshardham Volunteer** – BAPS

**August 2022 – October 2023**

- Alongside 400+ volunteers, built the second-largest Hindu mandir in the world.
- Prepared and placed 45 layers of stones across three key domes of the Akshardham Mandir.
- Prepared and placed 10 layers of stones across a junction section of the colonnade walkway encircling the Akshardham Mandir.
- Helped manage and operate various construction vehicles across the campus (Lull, Front-Loader, Excavator, and Bobcat),
- Interviewed over 200 volunteers from all around North America in preparation for the post-Akshardham documentary.

**Southeast Regional Coordinator Co-Lead** – BAPS

**August 2013 – April 2022**

- Oversee a team of 14 Regional Coordinators developing over 30 BAPS youth chapters across the Southeast region.
- Mentor, plan, and guide multiple projects that occur yearly at a national, regional, and local level.
- Communicate with local leads of the 30 BAPS youth chapters weekly to ensure the growth and development of the Southeast region.
- Assisted the National and Southeast Youth Development Committee on quarterly and annual conventions that aid in developing over 800 youths.

## **SKILLS & ACHIEVEMENTS**

**Product Management Skills:**

- Feature specification, product strategy, quality assurance, data analysis, A/B testing, competitive analysis, UX/UI, & leadership.

**Computer Skills:**

- SQL, HTML, CSS, JavaScript, React, & Python.
- Adobe Photoshop, Lightroom, Adobe XD, & Figma.

**Languages:** Fluent in Gujarati, moderate in Hindi and Spanish