Ronni Patel

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Professional summary

A self-driven product leader with 15 years of experience in digital transformation, product strategy, and scaling products from 0 to 1. This individual combines an ability to work independently with the flexibility to adapt to changing business demands, simplifying complexity and aligning technology with strategic objectives for consistently high-impact, scalable results.

They have led teams to re-architect real-time systems, boosting efficiency by ~30% and securing long-term customers. Championing self-service approaches—from form-building in mobile apps to self-booking for engineers—has created competitive advantages and raised customer satisfaction.

Maintaining a strong focus on execution, they make critical product and technology decisions to ensure scalability, performance, and minimal technical debt, prioritising robust, bug-free solutions. They are meticulous about creative UX/UI and interaction design, recently championing Lottie animations to enhance mobile experiences. Their Intuitive and proactive approach extends to negotiating effectively between competing priorities and stakeholder interests.

Committed to collaboration, they unified four development teams, increasing velocity, reducing lead times from 8 to 5 weeks, and improving cohesion. Their product portfolio spans innovative real-time data systems, mobile applications, and self-service platforms—each tailored to achieve strategic objectives and deliver an exceptional user experience.

Education

Bachelor's degree in Computer Science & Mathematics, Sep 2003 - Jul 2007

Kingston University, Kingston upon Thames, Surrey
Graduated with Honours, including a placement year at Oracle that provided invaluable hands-on experience.

Languages

English *(Native)*, Gujarati *(Native)*, Hindi *(Highly proficient)*, Arabic *(Novice)*.

Employment history

Head of Product, Oct 2021 - Present

ROCC Housing Technology, Brighton

Product Strategy & Roadmap Management

- Owned and executed the product strategy across 7 products, each with a 3-year roadmap, ensuring continuous growth and adaptation.
- Managed a digital product roadmap with structured Now, Next, Later prioritisation, incorporating new product streams and major feature innovations.

Customer Engagement & Revenue Growth

- Launched and led a strategic user group with the company's top 5 customers, integrating their feedback into feature development and roadmap planning.
- Initiative directly contributed to securing long-term customer contracts, each valued between £0.5–£2 million.

Cross-Functional Leadership & Agile Execution

- Directed end-to-end product lifecycle management (PLM), from ideation and design to development and delivery of 5 new products.
- Led daily stand-ups with design, engineering, and sales leadership to resolve blockers, optimise workflows, and drive alignment.
- Collaborated with leadership to ensure product-market fit and align strategy with business objectives.

Sales & Go-to-Market Support

- Partnered with sales and marketing teams to complete product-specific RFPs and procurement documentation.
- Delivered high-value sales demonstrations alongside sales, project, and customer success teams, influencing £300k+ deals.

Senior Product Manager, Oct 2016 - Oct 2021
ROCC Housing Technology, Brighton

Solution Design & Implementation
- Designed and implemented fully integrated features and solutions for clients.
- Led change and transformation projects, ensuring seamless technology adoption and process optimisation.
- All projects I led were successfully delivered on time and within budget, with none being abandoned.

Technical Pre-Sales & Business Growth
- Supported the Sales Director in delivering high-impact technical demonstrations and events, contributing to £1 million+ in new business.
- Acted as a trusted advisor to prospects, aligning technical capabilities with business needs to improve conversion rates.

Product Development & Customer Engagement
- Collaborated with development teams to enhance and streamline product offerings, contributing to improvements in customer satisfaction and feature adoption.
- Unified four development teams to enhance collaboration, increasing velocity, reducing lead times across departments, and minimising early-stage technical debt.
- Provided ongoing customer support and success management, ensuring high retention and engagement rates.

Previous roles
- **Product Implementation Lead | ROCC Housing Technology | Oct 2014 - Oct 2016:** Led and mentored the team to implement enterprise applications, handling business analysis, integration, deployment, testing, training and change management to ensure delivery aligned with project deliverables.

- **Product Consultant | ROCC Housing Technology | Apr 2014 - Oct 2014:** Delivered app analysis, configuration, and internal initiatives to enhance product features and performance.

- **Technical Support Consultant | ROCC Housing Technology | May 2009 - Apr 2014**: Resolved client issues, supported data and ETL management, and managed integrations.

- **BI & M&A Support | Oracle Corporation | Jun 2005 - Jun 2006**: Led EMEA support for Oracle BIS Discoverer, managing business intelligence operations and co-leading an M&A project to decommission legacy systems and reduce costs post-merger.

Skills

Leadership & Stakeholder Management:
Executive Stakeholder Management (Expert) | Cross-Functional Team Leadership (Expert) | Team Management & Scaling (Experienced) | Public Speaking & Presentations (Expert)

Product Management & Delivery:
SaaS & Cloud-Based Product Management (Experienced) | API & Systems Integration Management (Experienced) | Product Portfolio & Lifecycle Management (Expert) | Digital Transformation & Innovation Leadership (Expert) | UX & Interaction Design Focus (Intermediate)

Customer Engagement & Sales:
Customer Retention Strategy & Engagement (Expert) | Enterprise Sales & Pre-Sales Management (Experienced) | RFP, Procurement & Tender Management (Experienced) | Technical Product Demos & Workshops (Expert)

Emerging Technologies:
AI, NLP & Generative AI (GAI) in Product Development (Beginner) | Offline-First Mobile Development Approaches (Experienced)

Technical Skills:

- **Databases**: MSSQL | MySQL | MongoDB | PostgreSQL
- **Tools & Platforms**: Git | CSS | HTML | JIRA | Trello | Figma | Cursor | VSCode | Replit
- **Cloud Services**: AWS | Azure | Google Cloud