

Kandarp Soni

Co-Founder & Chief Business Officer

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Professional Summary

Transformational operator with 15+ years leading enterprise operations, growth, and strategic execution across tech-enabled services, logistics, and property operations. Proven success managing \$200 M + P&Ls, directing 500 + person teams, and modernizing operations through automation, KPIs, and scalable systems. Skilled at partnering with CEOs, boards, and private-equity sponsors to build disciplined operating models, accelerate EBITDA growth, and deliver sustained enterprise value. Adept at integrating strategy, finance, and technology to drive cross-functional alignment and measurable outcomes.

Experience

Co-Founder & Chief Business Officer

FlexGCC

Jul 2025 – Present

Chicago, IL

- Built and scaled a platform delivering 'Outcome Pods' — fractional executive + specialist team + automation bundle — for mid-market service firms.
- Led enterprise operations and transformation charter, building GTM engine, financial controls, and service-delivery systems that enabled rapid scale.
- Institutionalized KPI frameworks and OKRs across sales, operations, and finance functions to drive forecast discipline and margin expansion.
- Implemented workflow automation covering > 50% of internal and client processes, cutting rework and improving delivery speed by 40%.
- Launched replicable Pod deployment model ensuring cost discipline, SLA adherence, and breakeven visibility from Day 1.
- Partnered with clients to codify operating playbooks that reduced handoff errors and increased retention across engagements.

Vice President of Operations

Lessen

Nov 2021 – May 2024

Chicago, IL

- Oversaw a \$200M P&L spanning a national vendor network in tech-enabled property operations.
- Expanded automation from 11% to 54%, cutting costs by \$1.6M and boosting throughput and scalability across dispatch and workflow.
- Directed 500+ FTEs and vendors; instituted SLA and capacity planning systems that increased retention 30% and reduced repeat work orders.
- Built Finance and Ops dashboards (margin bridge, capacity forecast, NPS) delivering \$5.4M in efficiency gains through data-driven decisions.
- Partnered with CEO and Board to translate growth strategy into executable plans with defined KPI governance and playbook cadence.
- Stood up cross-functional performance reviews to align Ops, Finance, and Tech leaders around weekly margin and utilization targets.
- Championed automation ROI tracking framework that linked process savings to EBITDA impact for Board reporting.

Vice President of Strategy

The Minte

Jul 2020 – Feb 2021

Chicago, IL

- Directed GTM and growth strategy during fundraising and scale-up phase, expanding market reach 40% and securing \$7M capital.
- Redesigned revenue forecasting and sales-to-delivery alignment to improve conversion and planning accuracy by 25%.
- Partnered with executive team to integrate pricing, LTV/CAC, and funnel analytics into investment decision-making.

Vice President of Operations

The Minte

Nov 2017 – Jun 2020

Chicago, IL

- Scaled multi-site operations to \$4.1M ARR with a lean team; built SOPs, KPIs, vendor systems, and hiring plans to boost retention and reliability.
- Cut OpEx 15% through vendor consolidation and process redesign while raising employee engagement 40%.
- Developed integrated Ops & Customer Support dashboard linking service quality to NPS and margin performance.

Prior

Experience

Westinghouse Electric Company – Senior Structural Engineer | Feb 2016 – Nov 2016

Sargent & Lundy – Senior Structural Engineer | Oct 2009 – Jan 2016

Education

Master of Science in Structural Engineering

Illinois Institute of Technology

Bachelor of Science in Civil Engineering

University of Illinois at Urbana-Champaign

Core Competencies

• Operations Leadership	• P&L Ownership & Unit Economics	• KPI / OKR Systems
• Digital Transformation & Automation	• AI Enablement	• Process Optimization
• M&A Integration	• Change Leadership	• Customer Retention & Experience
• Pricing & Margin Optimization	• Board / CEO / PE Partnership	• Financial Controls & Governance

Technical Skills

ERP Systems (SAP, Oracle, NetSuite) | CRM (HubSpot, Salesforce) | BI & Analytics (Power BI, Tableau) | Automation (AirTable, Zapier, Power Automate) | OKR & KPI Platforms (WorkBoard, Lattice) | Advanced Excel & Google Workspace | Agile & Lean Methodologies | Process Documentation & SOP Design