Chad Holdridge

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Product leader who drives outcomes at the intersection of customer success, engineering, and operations. 3 years directing customer-facing teams (solutions engineering, customer success) while translating what customers need into actionable product strategy and explaining technical value in business terms. Created a lost sales methodology and analytics platform that identified $2M+ annually in recoverable revenue across pilot locations. Eliminated all manual reporting through end-to-end pipeline automation. Also built a multi-agent AI orchestration system and a B2B SaaS platform from idea to production. Grounded in 25 years of operations leadership.

EXPERIENCE

Director, Solutions Engineering & Product Operations SymphonyAI
Jun 2024 – Present

– Led 3 major pilot expansions/renewals by aligning customer strategy, success metrics, and executive storytelling with Fortune 500 grocery and convenience retailers

– Created lost sales methodology and built analytics platform identifying $2M+ annually in recoverable revenue across pilot locations — a metric that didn't exist before

– Designed config-driven data model (YAML field mapping), reducing new customer onboarding from weeks of development to configuration changes

– Manage hybrid team of Solutions Engineers and AI/Data contributors; guide architecture decisions, onboarding strategy, and cross-functional delivery across Product, Engineering, and Data Science

– Automated entire reporting pipeline: 3x daily ETL, weekly executive decks, and 16 n8n workflows — zero manual data operations

– Partner with Value Engineering on ROI storytelling; present technical outcomes and system health to customer executives driving strategic expansion

Sr. Business Analyst – Product & AI Operations Focal Systems
Feb 2023 – Jun 2024

– Co-led launch of Ada-Order (AI forecasting product) alongside Data Science; served as SME and customer proxy to guide model validation, use case scoping, and product integration roadmap

– Automated reporting workflows using Python and SQL, reducing turnaround by 40% and increasing insight into AI model reliability for executive decision-making

– Introduced 'Planogram Scan-in' product feature for FocalOS; partnered with Product and Design to define functionality enabling retailers to re-train AI models in-field

– Managed offshore partner teams under Head of Deep Learning: workload planning, SOPs, QA feedback loops, and training data delivery for AI/ML pipelines

Sr. Customer Success Manager Focal Systems
Apr 2022 – Feb 2023

– Key Voice of Customer in product design meetings, shaping roadmap priorities based on pilot feedback across enterprise accounts

– Collaborated cross-functionally with Product, Engineering, and Data Science to design AI-powered forecasting, replenishment, and on-shelf availability tools

Sr. Manager, Retail Inventory Control & Cash Management TerrAscend
Sep 2021 – Apr 2022

– Delivered $400K in cost savings through process optimization, support structure redesign, and SOX-compliant inventory/cash management

– Led team of Inventory Managers and Analysts; partnered with IT, Compliance, and Procurement on system alignment and ERP integration

Progressive Leadership → Store Director Track Wegmans Food Markets
1996 – 2021

– Directed retail operations across $70M annual revenue, overseeing 10 departments and 150+ employees

- Introduced Lean/CI tools across 7 stores, improving KPIs, shrink performance, and operational consistency
- Built and mentored high-performing teams through structured hiring, coaching, and performance management across multiple store openings
- Managed P&L accountability, vendor relationships, and labor planning at scale across perishable and center-store departments

TECHNICAL PORTFOLIO

Customer-Facing Analytics Platform   Python, SQL, Flask, Chart.js, Playwright, n8n

Created lost sales methodology and built multi-customer analytics dashboards turning raw computer vision data into actionable intelligence. Config-driven architecture supporting multiple retail formats. Automated ETL, executive reporting, and KPI tracking end-to-end.

B2B SaaS Platform   Next.js, TypeScript, Firebase/Firestore

Multi-tenant configure-price-quote platform for industrial distributors. Quote builder, hierarchical product catalog, approval workflows, e-signatures, customer portal, and role-based access control. Built from idea to production.

Multi-Agent AI Orchestration   Python, TypeScript, LlamaIndex, Docker

Hub-and-spoke system coordinating 6 typed AI agents across multiple projects. Production RAG pipeline with hybrid retrieval, 15-hook enforcement system, and automated knowledge capture across all spokes.

Agent Governance Console   Next.js, TypeScript, PostgreSQL, Electron

Unified dashboard for multi-agent ecosystem governance. Real-time audit trail with hash-chained tamper-evident entries, impact classification (L1–L4), health monitoring, and intelligence pipeline visualization.

TECHNICAL TOOLKIT

AI & Automation: Claude · Claude Code · Cursor · Python · SQL · n8n · Playwright · Flask · Grafana

Product & Development: React · Next.js · TypeScript · Tailwind CSS · Firebase · Docker · Electron · Git

Data & Intelligence: LlamaIndex · RAG Pipelines · Chart.js · PostgreSQL · Firestore · FastAPI

Operations & Collaboration: Jira · Figma · Confluence · Slack · ClickUp · Google Workspace

EDUCATION

Bachelor of Science, Business Management   SUNY Geneseo