



Co-Founder & VP, Product Management

About Double Time

[Double Time](#) accelerates customer engagement and field work through real-time video analytics by delivering knowledge discovery, precision, trust, and automation. The product engages with customers and field workers in the context of customer service by easily embedding into work order mobile apps. Its video APIs respond to video from camera, storage, or content management systems in the context of the tasks at hand. The APIs empower the fast-growing segments of younger users with digital guidance, identifying objects & actions, detect errors, deliver proofs of service, and automate workflows.

Double Time has launched its video-based knowledge discovery SaaS through a partnership with Microsoft Dynamics. [Easily accessible on Microsoft's AppSource marketplace](#), customers activate the product's Deep Video Search capabilities in the Dynamics365 mobile app with a single click. The product empowers workers out-of-box to annotate, analyze, index and search video-based knowledge in the context of individual work orders. The product supports videos from multiple sources including content created from mobile devices. Double Time will be available in several leading work order and gig-work mobile apps over the coming months.

The company is driving initial customer engagements in verticals like insurance, last mile gig-work, construction, and utilities. Accelerated by miniaturization of AI in mobile chips, 5G carrier networks and generational shift in field worker behavior, Double Time addresses an exploding \$22bn video analytics opportunity by 2025. Its co-founder and VP Engineering, [Shao Fang](#), has played a pivotal role in the digitization of field services across his career including recently serving as a technology executive at ServiceMax. The company is based in Palo Alto, CA and is venture funded by [The Hive](#).

About the Role

The VP, Product Management role gives the successful candidate the opportunity to develop and lead the product vision for a video-based future for customer engagement, service and quality assurance in a world dominated by GenZ users and challenged by worker shortage. This leadership role is pivotal to delivering the product vision through leading all aspects of product management, product partnership management, market evangelism, early customer success and technical product marketing. Ultimately the key responsibility of this role is to drive product market fit.

Responsibilities

- Drive Double Time's product vision, direction, and plans, including product plans/roadmaps, partnerships, developer outreach, product evolution and product lifecycle
- Define and measure Double Time objectives and strategies to deliver customer delight, developer engagement and product differentiation. This includes developing A/B testing strategies, identifying, and assessing business cases and delivering end-user engagement results.
- Identify, develop, and manage strategic contractual, technical, and operational relationships with partners across sharing economy platforms, worker device vendors, workflow/work order systems and communication SaaS providers (like Twilio)
- Gather, validate, and evaluate product/market requirements in a rapidly evolving gig-work, sharing economy and field service segments
- Develop functional specifications for assigned product features to include effective API design, rapid prototyping, performance monitoring, and usability testing, while ensuring outstanding product differentiation
- Drive the pricing and cross channel requirements (B2Developer, B2B and B2B2C) to bring offers to market



720 University Avenue Suite 200
Palo Alto CA 94301 U.S.A.
Ph: (650) 234-0400

<https://doubletime.ai/>
Twitter: @DoubleTime_AI
Email: info@doubletime.ai

- Work very closely with engineering to drive disruptive innovation and development prioritization at the fast pace of an early-stage startup
- Represent Double Time in the media and industry-wide forums

About you

- Personality to thrive in a fast paced early-stage startup environment
- Product thinker
- 10+ years of product leadership experience in digital customer service, mobile/web video engagement or sharing economy/gig-work.
- Understanding of use cases in insurance and/or industrial field services
- Deep experience and expertise in building a business by partnering with leading mobile/web developer communities and mobile app platforms.
- Proven track record in positioning, planning, and pricing API based products for engagement-based product adoption and monetization
- Deep familiarity with quality requirements and challenges in customer service, content creator economy, sharing economy, gig-work and high-volume field services
- Familiarity with fast-changing landscape of gig-work regulatory standards
- Background in bringing SaaS products to market is preferred with track-record in API-based pricing, price plan optimization and usage-based revenue growth
- Familiarity with cloud, automation and data-driven inferencing for video, computer vision, AI, and NLP

Please send your resume to tmravi@doubletime.ai.

Double Time is an affirmative action employer and seeks candidates who will contribute to the diversity of our team.