

IDRIS GAGAN

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SENIOR PRODUCT LEADER | AI & GENERATIVE AI | ENTERPRISE SAAS | PLATFORM STRATEGY

PROFESSIONAL SUMMARY

Senior product leader with 20+ years building and scaling enterprise SaaS platforms across logistics, supply chain, and B2B data — earning Product Manager, Product Lead, and Head of Product titles through demonstrated scope and promotion. Hands-on builder of AI products: ship LLM, RAG, and multi-agent workflows in production using OpenAI, Anthropic, Gemini, MCP, Ollama, and n8n. Proven at turning stalled products around (-38% team / +100% output), commercializing new products (FileViewer from a free stopgap to \$1M+/year), and reframing product strategy through direct customer discovery on the floor. Recognized by Chevron program leadership as running the best-performing team on their D2D program after a 1-week process turnaround.

CORE COMPETENCIES

AI Product Management • LLM Applications • RAG / Vector Search • Multi-Agent Systems • Generative AI Integration • Product Vision & Strategy • Product Lifecycle Management • Roadmap & Backlog Prioritization • Go-to-Market Execution • Pricing & Packaging • Partner & Ecosystem Strategy • Customer Discovery & User Research • Product Sense & Simplification • Greenfield Product Definition • Platform & Integration Architecture • Agile / SAFe / Scrum • Cross-Functional Leadership • Stakeholder & Executive Communication • Portfolio Governance • Commercial Business Cases • Team Turnaround & Coaching • Performance & Efficiency Metrics • Enterprise SaaS • Supply Chain & Logistics • Oil & Gas Vertical

CAREER EXPERIENCE

Head of Product & Customer Success (Player-Coach) VELOSTICS INC. • Houston, TX

Apr 2020 – Present

Own product vision, roadmap, GTM, and customer success for an enterprise SaaS logistics platform (yard management, dock scheduling, driver check-in) serving shippers, carriers, drivers, and facility operators. Player-coach scope — hands-on in discovery, spec, prototyping (including LLM / RAG / agents), and deployment.

- Built and shipped an AI-powered voice assistant for appointment scheduling using OpenAI and Gemini, reducing manual coordination across carrier and shipper workflows.
- Diagnosed an early commercial stall through direct driver and dispatcher interviews; identified 2 new target industries, unlocking ~\$5M in projected 2-year revenue from adjacent verticals.
- Deployed the platform at 6 Phillips 66 terminals (+14% site throughput) and US Foods' Houston facility (-32 minutes per truck), eliminating manual data entry and paperwork across both rollouts.
- Synthesized interview data across 232 companies and 1,000+ users to validate a microservices-first architecture with third-party integration as a first-class capability; shipped an innovative carrier-integration installer that cut onboarding time from days to hours.
- Forged platform partnerships with Oracle (OTM), MercuryGate, and Redwood; drove 80% YoY revenue growth and zero customer churn across two consecutive years.
- Established the company's first Customer Advisory Board (CAB); enabled cross-functional sales and pre-sales with training assets, reference configurations, and supported quarterly board and investor presentations.

Sr. Product & Engagement Lead CHAIONE INC. • Houston, TX

Aug 2019 – Apr 2020

Led client engagement and product delivery for Chevron's Digital Field Service Management (DFSM) app — a mobile, offline-capable field-ticketing system used by Well Site Managers and suppliers, built for Chevron's P/SCM group across a 5-partner D2D program.

- Launched MVP in 6 weeks onboarding the first supplier and 4 field users, enabling \$150K/month in digital ticket approvals.
- Diagnosed a production approval stall through direct Well Site Manager (WSM) interviews — uncovered the WSM site-rotation pattern the product hadn't modeled; spec'd and shipped a "forward-to-correct-WSM" feature that restored approvals within a week and unblocked downstream supplier invoicing.
- Migrated the team from Jira to Azure DevOps in 1 week (half the mandated window) and drove it to best-performing status across all 4 SAFe metrics (zero sprint bugs, negative burndown, backlog health = 3, ~100% sprint commitment); led ADO walkthroughs for the other program partners after Chevron leadership publicly called out the team in an all-hands.

- Scaled the platform to 3 suppliers and 20+ field users within 8 weeks, maintaining adoption through the tooling migration.

Product Manager

Nov 2017 – Aug 2019

MODIANT, LLC. • Houston, TX

Led a multi-disciplinary team of 12 (6 Eng, 3 Design, 2 QA, 1 BA) delivering an enterprise supplier TMS and supply-chain visibility platform for oil-and-gas operators.

- Reframed product strategy from “supply-chain visibility” to “visibility + action” after market analysis and customer research showed visibility tools alone couldn’t resolve customer pain — a pivot that shaped the company’s GTM.
- Built and launched a surface-lite TMS in 4 months, securing the company’s first sale to a major oil-and-gas operator (BHP); implemented at BHP’s Port Fourchon shore base, reducing freight spend 10% on \$3.4M.
- Turned around the stagnant C-View product — restructured stakeholder expectations, realigned offshore team positions, and reset the agile process; reduced offshore team 38% (8→5) and doubled output; integrated a new domestic surface TMS within 6 months, adding a new user base.
- Supervised 12 direct reports and contract staff (6 Eng, 3 Design, 2 QA, 1 BA) across UX/UI, engineering, and user research through the full product lifecycle.

Product Manager

Jun 2012 – Nov 2017

COURTHOUSEDIRECT.COM, INC. • Houston, TX

Managed a portfolio of 7+ products across 3 product lines at a ~\$11M-revenue B2B data company serving title insurance, oil-and-gas, and banking. Earned the Product Manager title via two promotions (Sr. BA → Project Manager → PM); led a BA and a Scrum Master as direct reports.

- Reversed management’s initial rejection to commercialize FileViewer — brought back usage analytics, competitive pricing, and multi-horizon revenue projections; launched pricing model generating \$500K in 6 months and \$1M+ annually by year-end, closing a persistent revenue leak.
- Conceived Lease Alert (for landmen tracking oil-and-gas lease filings) and Lien Alert (for banks tracking lien filings); shipped Lease Alert MVP in 2 months; reused the platform to ship Lien Alert in 2 weeks; combined user base exceeded 1,500 in year one.
- Built a web-based, cloud-hosted order management and fulfillment system in 4 weeks — reduced accounting time per monthly invoice from 10 min to zero, lifted team efficiency 18%, and increased monthly orders 16% (490 → 570) on the same headcount.
- Rolled out Aha! company-wide with a two-way Jira integration — gave executives real roadmap visibility and eliminated product-to-engineering double-entry in a single move; drove portfolio-level prioritization across 3 product lines with +15% monthly orders and 400% operational-efficiency gains on targeted workflows.

AI PRODUCT & AUTOMATION PROJECTS

- Built AI agents using OpenAI, OpenRouter, and n8n to automate business workflows across Slack and enterprise tools.
- Developed RAG-based voice agents using OpenAI embeddings and Gemini for contextual, knowledge-grounded decision-making.
- Designed multi-agent systems using MCP, Ollama, and DeepSeek for autonomous task orchestration; built an autonomous GTM pipeline for AI-driven lead generation and nurturing.
- Daily hands-on use of ChatGPT, Claude, Cursor, and GitHub Copilot for spec drafting, research synthesis, and rapid prototyping; publish demo videos on YouTube to share AI-enabled PM practice.

CAREER NOTES

Sr. Business Analyst / Product Owner — HCL America, Inc. , Houston, TX	Jun 2010 – Jun 2012
Sr. Business Analyst — Net Matrix Solutions, Inc. , Houston, TX	Oct 2007 – Jun 2010
Sr. Functional Consultant — Four Soft Ltd. (nka BluJay Solutions) , India	May 2006 – Oct 2007
Asst. Manager, Logistics Solutions — Gati Ltd. , India	Jul 2003 – May 2006

EDUCATION & CERTIFICATIONS

MBA — University of Illinois Urbana-Champaign	2022
B.E. Industrial Engineering — Ramdeobaba College of Engineering & Management	2003
Certifications: SAFe POPM — Scaled Agile (2024) • CSPO — Scrum Alliance • CPM — APIMM • PMP — PMI • AI for Product Management — Pendo / Mind the Product / Google Cloud • CS50 — HarvardX / edX	

TECHNICAL PROFICIENCIES

AI & ML: LLMs • AI Agents • RAG / Vector Search • Generative AI • OpenAI • Anthropic (Claude) • Gemini • MCP • Ollama • n8n • DeepSeek • Machine Learning

Product & Delivery: JIRA • Confluence • Aha! • Azure DevOps • Miro • Lucidchart • Balsamiq • Adobe XD • Agile / SAFe / Scrum • NPI Governance • Design Thinking

Data & Dev: Python • SQL • Tableau • Power BI • Alteryx • R • Cursor • GitHub Copilot • REST APIs • Microservices