

GERALD DAGHER

Senior Product Manager (Product Lead) —
Platform Reliability, Resilience & Operational
Intelligence

PROFESSIONAL SUMMARY

Product leader in hybrid-cloud platforms and enterprise SaaS, specializing in reliability, resilience, and operational intelligence at global scale. Owned multi-year strategy and roadmap for portfolio reliability and enterprise readiness in multi-tenant, multi-region architectures. Led cross-functional programs that link telemetry, service health, dependency relationships, and customer usage signals into decision-grade operational intelligence, enabling proactive risk management and faster delivery. Owned reliability strategy for a portfolio supporting ~\$30M+ ARR, aligning platform investments to renewal risk, expansion readiness, and support cost.

EMPLOYMENT HISTORY

IBM (HashiCorp, acquired by IBM in 2025) | Remote

Product Management — Automation Portfolio Reliability, Resilience, and Operational Intelligence

Role progression: Product Manager (Apr 2022 - Jul 2024) • Senior Product Manager (Jul 2024 - Aug 2025) • Senior Product Manager (Product Lead / Player-Coach; People Leadership Scope) (Sep 2025 - Present)

- Owned multi-year strategy and roadmap for reliability and resilience across the HashiCorp Cloud Platform (HCP) portfolio (HCP Terraform, HCP Vault, HCP Boundary, HCP Packer, HCP Vagrant, HCP Waypoint) and shared platform services, supporting ~\$30M+ ARR and enterprise production deployments.
- Established portfolio operating mechanisms (scorecards, executive-ready reporting, risk reviews, incident patterns, and service tiering) to align product and engineering investments to renewal risk, customer-impact reduction, and expansion readiness.
- Delivered platform-level disaster recovery and dependency-aware recovery capabilities, reducing recovery time by 80%+ and strengthening continuity for critical customer workflows.
- Modernized delivery and validation across core services, enabling ~70% faster deployments and provisioning through CI/CD guardrails, automated validation, and progressive delivery patterns.
- Built and scaled a continuous verification program executing millions of synthetic tests across high-value workflows (Terraform/Vault/Boundary + platform paths), preventing regressions and turning failure patterns into prioritized roadmap work.
- Shipped the foundation for an operational intelligence system integrating logs/metrics/traces, incident metadata, customer usage signals, and a service/dependency graph (service catalog-style ownership + critical paths) to improve detection, triage, and decision-making; introduced AI-assisted analysis to accelerate pattern recognition and prioritization.
- Partnered with Security/GRC and Customer Trust to improve compliance readiness (SOC 2 / ISO 27001) through repeatable evidence workflows, audit-friendly change/incident artifacts, and platform guardrails (policy-as-code patterns and secure defaults).
- Partnered with Sales/CS and enterprise customers on escalations and readiness; translated field requirements into roadmap delivery and reduced recurrence by institutionalizing post-incident learning and prevention mechanisms.
- Since Sep 2025, served as a player-coach product lead: hired, onboarded, and coached PMs; drove clarity on ownership boundaries and execution cadence across globally distributed teams (US/India/Europe) without changing the formal management title.

Product Manager | Sep 2019 - Apr 2022

- Led development of healthcare compliance SaaS platforms used by 10,000+ hospitals, pharmacies, and clinics in HIPAA/CMS-regulated environments.
- Delivered workflow modernization and compliance automation that improved client satisfaction by 23% and operational efficiency by 37%.
- Improved retention to 89% by using engagement insights (DAU/MAU + usage patterns) to prioritize friction reduction and adoption improvements.
- Coordinated cross-functional delivery across engineering, architecture, and QA to improve integration quality and audit readiness.

AT&T | Statesville, NC • Fort Lauderdale, FL

Role progression: Network Operations Manager (Sep 2014 - Aug 2018) • Senior Business Analyst (Aug 2018 - Sep 2019)

- Managed and developed field operations teams and operating controls across OSP and central office operations; improved NPS by 22% through schedule optimization and service-flow improvements.
- Drove operational efficiency improvements of 19% and increased customer engagement by 33% by integrating new transmission hardware, broadband technologies, and field automation tools.
- Built training programs and operational improvements using MSOC (Management System and Operational Control) practices to improve network process performance and service delivery.
- Reduced operational costs by 8% by identifying efficiency opportunities and optimizing technician workflows.
- Improved service efficiency by 12% and increased NPS by 8 points through service-flow analytics and quality improvements across U-verse and DirecTV operations.

EDUCATION

Nova Southeastern University

Master of Science, Management Information Systems

SKILLS

Product Domains: Platform product management (developer platforms/IDP, paved paths, self-service enablement) • Reliability governance (SLIs/SLOs, error budgets) • Incident & change management • Resilience engineering (DR strategy/testing, game days, continuous verification, dependency-aware recovery) • Observability & operational intelligence (metrics/logs/traces, tracing, service/dependency graphs, AIOps) • Integration platforms (APIs, contracts, ecosystems) • Security & compliance (policy as code, IAM patterns, SOC 2, ISO 27001 evidence readiness) • FinOps & efficiency framing • Org-scale operating mechanisms (scorecards, decision forums, enablement)

Platforms & Tools: HashiCorp/HCP (Terraform, Vault, Boundary, Consul, Nomad, Packer, Vagrant, Waypoint) • Cloud (AWS, Azure) • Observability/IR (Datadog, PagerDuty, Incident.io, Blameless) • Orchestration (Temporal, Cadence Workflow - Uber) • ITSM/Service data (ServiceNow/CMDB, Jira/JSM, Confluence) • Data & analytics (Snowflake, Segment, Sigma) • GTM/CRM (Salesforce) • Collaboration (GitHub, GitHub Actions, Figma, Lucidchart, Mural)