

# PAUL GILLIAM

## Senior Product Manager - B2B SaaS

McKinney, TX | [gilliamp2@protonmail.com](mailto:gilliamp2@protonmail.com) | 719-322-1477 | [LinkedIn Profile](#)

## PROFESSIONAL SUMMARY

Results-oriented product leader with extensive experience driving innovation in B2B SaaS environments. Skilled in translating customer needs into scalable, high-value solutions through strategic product development and cross-functional leadership. Proven track record of delivering complex software products that improve operational efficiency and generate measurable business outcomes.

## PROFESSIONAL EXPERIENCE

### SMARTMOVING | Senior Product Manager

*January 2024 - Present | Dallas, TX*

- Delivered integrated payments solution generating \$1M in revenue (as of 04/2025) through strategic product development and cross-functional collaboration
- Developed and launched OpenAPI platform for movers that generated \$100K in revenue by enabling third-party integrations and ecosystem expansion
- Created embedded analytics solution with pre-launch commitments from 5 customers secured through direct product advocacy and relationship building
- Implemented high-adoption automation framework achieving 20% initial adoption rate with 4.5/5 star customer satisfaction rating
- Designed and integrated AI-powered workflows that enhanced user experience, reducing manual tasks while improving operational efficiency
- Conducted 20+ customer interviews monthly to drive product decisions, creating deep analytical feedback loops that informed roadmap priorities

### ZEBRA TECHNOLOGIES | Senior Product Manager

*November 2022 - January 2024 | Frisco, TX*

- Spearheaded development of innovative analytics platform that transformed raw data into actionable business intelligence for retail clients

- Integrated AI capabilities into user interfaces to create intuitive, intelligent experiences that accelerated user adoption
- Built and managed product operations framework for a new software business unit, optimizing agile workflows and release management
- Conducted extensive user research to identify market opportunities and prioritize high-impact feature development
- Collaborated with sales and marketing teams to develop compelling product positioning that resonated with enterprise buyers

## **KODDI INC. | Product Manager**

*June 2022 - November 2022 | Remote*

- Redesigned core platform interface based on user feedback, significantly improving customer satisfaction and adoption metrics
- Implemented standardized product operations pipeline that streamlined development workflows across multiple teams
- Enhanced advertising platform with AI-driven recommendation features that optimized campaign performance for enterprise clients
- Reduced system complexity by 20% through strategic refactoring initiatives while maintaining feature parity
- Mentored and guided product teams on discovery mapping and delivery practices to enhance overall product development capabilities

## **FIRST STUDENT | Product Manager**

*September 2021 - June 2022 | Remote*

- Led product strategy and roadmap development for new business vertical, securing \$1M in funding for platform expansion
- Orchestrated development of multiple web and mobile applications by managing team of 40+ contractors
- Designed intuitive user experiences that addressed complex operational challenges for transportation management
- Implemented AI-powered routing algorithms that optimized transportation efficiency and resource allocation
- Presented product vision and technical strategy to executive leadership, gaining buy-in for innovative solutions

## **EZLYNX | Senior Business Analyst**

*August 2020 - September 2021 | Lewisville, TX*

Developed and scaled third-party insurance integration marketplace that significantly improved platform value proposition, while mentoring junior team members and managing requirements across multiple engineering teams.

## **EVERDRIVEN | Product Manager**

*June 2018 - August 2020 | Colorado Springs, CO*

Established new product management division that successfully optimized transportation operations platform, reducing overhead by 31% through innovative technical solutions and close collaboration with stakeholders.

## **TECHNICAL SKILLS**

- Product Strategy & Roadmap Development
- SaaS Platform Architecture
- AI Integration & Implementation
- User Experience Design
- API Strategy & Integration
- Agile Methodologies
- Product Analytics & Metrics
- Cross-Functional Team Leadership
- Customer Discovery & Validation
- AI-Enhanced User Interfaces

## **EDUCATION**

### **QUANTIC SCHOOL OF BUSINESS AND TECHNOLOGY**

*Master of Business Administration (MBA)*

December 2023

### **UNIVERSITY OF COLORADO, COLORADO SPRINGS**

*Bachelor of Science, Information Systems*

December 2018

*Honors:* Graduated Summa Cum Laude with a 4.0 GPA and Dean's Top Student Award

## **LEADERSHIP**

- HighPoint HOA President
- Mentor for Junior Product Professionals