

Joshua Hovel

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PROFESSIONAL SUMMARY

- **Senior Product Manager with 10+ years** owning enterprise platform and CRM products from discovery through adoption in large, matrixed organizations.
- **Generated \$13M+** in annual savings at Comcast by leading a consolidation of 19 platforms into one unified user experience and an Oracle POS migration which supports 50,000+ daily transactions.
- **40% faster sales cycles** by leading the Conga Contracts to Salesforce CPQ migration and owning the CLM feature build, resulting in **\$750K annual savings**.
- **Managed and owned platforms for 5,000+ frontline users across 500+ locations**, delivered across five engineering teams, two UX/UI design teams and direct reports.
- **AI-forward:** Defined and created product manager process to utilize ChatGPT Agents, Claude, and other LLMs into discovery, requirement documentation, and deployment.

PROFESSIONAL EXPERIENCE

National President - JCI USA

Jan 2025 – Present

- Drive the national strategic agenda for a 270-chapter federation. Direct a volunteer leadership structure of 36 state presidents and their chapter officers.
- Build consensus across all state organization to adopt a unified national platform and goals for the year, aligning state presidents and chapter leaders with competing priorities around a single operational roadmap
- Designed and deployed a full-stack membership CRM serving 5,200+ members. Owned discovery, data model, payments, and rollout end to end, replacing the org's legacy vendor platform saving \$26,000 annually.

Director, Product Management - Comcast

May 2023 – Dec 2025

- Led Comcast's build and rollout of the Celestial platform, which consolidated 19 retail platforms impacting both consumers and employees, into one unified experience. Celestial spanned consumer capabilities in retail, store employees, contact center, sales, finance and legal teams within Comcast.
- Owned all Xfinity Retail platforms (Consumer & Employee) as well as Field Sales employee tooling which included 9 platforms in total with 5 scrum teams and 2 design teams impacting 500+ retail locations and 7000+ end users.
- Served as the decision maker for Retail and Sales Product in enterprise-wide Quarterly PI planning. This included conducting the strategic assessment of potential programs and features by reviewing effort sizing, resource capacity and budget impacts to determine prioritization and commitment to projects.
- Created and led a formal product enhancement process, aligning three engineering organizations to a single Agile workflow and prioritizing sprint work based on frontline NPS feedback.
- Oversaw a team of five product owners' backlog health and user-story quality, with test-driven acceptance criteria and clear scope on a forward-looking pipeline.

Senior Manager, Product Management - Comcast

Jun 2021 – May 2023

- Delivered \$750K in annual savings and 40% faster sales cycles by architecting the Conga-to-Salesforce Cash to Quote migration, converting Sales and Legal needs into a prioritized Contract Lifecycle Management backlog and overseeing sprint execution through deployment.
- Established discovery and prioritization practices across multiple teams, turning ambiguous business problems into validated, outcome-based roadmaps. This included reconfiguring Jira to map to our teams' agile process and led the change management for six product management teams.
- Coached PMs and analysts on user-story writing and stakeholder communication, and served as the frontline voice of the customer across the Sales, Retail, and Xfinity Mobile tools.

Product Manager - Comcast

Mar 2020 – Jun 2021

- Defined the product vision for a new CRM sales visit tracking feature, translating Account Management needs into a prioritized backlog and driving a 50% increase in completed visits and a 15-point NPS gain.
- Owned end-to-end Agile delivery including backlog refinement, story acceptance, sprint demos to stakeholders, deployment, and bug triage through stabilization.
- Scoped, prioritized, and delivered ad hoc CRM enhancement requests across business teams, balancing incoming demands against the committed roadmap.

Business Analyst - Corporation Service Company (CSC)

May 2017 – Mar 2020

- Owned and administered CSC's Salesforce CRM end to end, defining priorities, managing releases, and supporting 400+ users across multiple business units in a regulated legal-compliance environment.
- Led backlog refinement and release validation for assigned projects, supporting testing cycles and running post-rollout stakeholder reviews that drove prioritization of follow-up feature enhancements.

CORE COMPETENCIES

Enterprise Platform Ownership • Product Strategy & Roadmap • CRM Data Modeling • Structured Discovery • Backlog & User-Story Definition • Data-Driven Prioritization • Agile / Scrum Delivery • PI / Program Increment Planning • Quote to Cash • Point of Sale (POS) • Adoption & Change Management • NPS / VOC-Driven Enhancements • AI / LLM-Enabled Workflows • Stakeholder Communication • KPI Definition & Monitoring

TOOLS & TECHNOLOGIES

Salesforce (CPQ, Certified Administrator) • Conga Contracts • Jira • Confluence • Microsoft Office Suite • SQL • Node.js • PostgreSQL • Supabase • Vercel • Square • Oracle POS • Agile Scrum • LLM/AI Tooling • Claude Code

EDUCATION & CERTIFICATIONS

B.A., University of Delaware • Advanced Certified Scrum Product Owner • Certified Scrum Product Owner • Salesforce Certified Administrator