Joshua Gilbert

Senior Product Manager

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Resourceful product manager with strong problem solving, verbal and written communication, and analytical skills. Adept at identifying user needs, understanding business value and product requirements, backlog prioritization, agile team planning, and establishing OKRs to ensure a successful product launch.

Work Experience

Sr. Technical Program Manager
Canopy | Remote

Jul 2024 - Present

- Directed software development work across various cloud technologies for Canopy's platform team
- Facilitated collaboration between internal team and external API consumers
- Reduced quarterly planning time by 33% for product roadmap development
- Leveraged strong verbal and written communication skills to drive alignment on product development decisions
- Created efficient triage and product support procedures to enhance customer experience

VOLUNTEER Director
Foreshadow Foundation

Oct 2018 - Present

- Launched the Foreshadow Foundation, a registered 501c3 non-profit dedicated to increasing childhood literacy in rural communities
- Developed brand strategy and content including social media, web design, and advertising
- Applied user research methods to increase donations
- Established objectives and key results to grow the number of students reached and donations raised each year
- Successfully collected and donated over 2,000 books to children in need across Appalachian Ohio

Sr. Product Manager
Canopy | Remote

May 2022 - Jul 2024

- Created feature roadmap for the Canopy Pickup Cam's direct-to-consumer launch
- Led mobile app product development for vehicle security camera
- Collaborated with UX research team to enhance the onboarding experience in the mobile app
- Launched new team structure to better support product development process across tech stack
- Introduced in-app feedback system to boost customer loyalty and subscription retention

Product Owner
Ford Motor Company | Dearborn, MI

Mar 2021 - May 2022

- Created a real-time, vehicle data dashboard for leadership team to act upon
- Analyzed data and developed solutions to meet the needs of various stakeholders across departments
- Validated solutions through experimentation before software development
- Leveraged advanced product analytics tools to understand user behavior, leading to optimized product features for improved customer satisfaction

Product Manager
FordLabs | Ann Arbor, MI

Jul 2018 - Mar 2021

- Directed early stage product teams through discovery, prototyping, and delivery to uncover business requirements
- Developed and prioritized outcome-based backlogs to validate risks and assumptions
- Performed A/B tests to validate hypotheses aligned to overall product objectives

- Developed an ECommerce platform leveraging user-generated content boosting retail automotive accessories sales to $1.5m

Agile Coach
Ford Motor Company | Dearborn, MI

Jan 2017 - Jul 2018

- Collaboratively defined Ford's agile framework to improve project efficiency
- Led training for teams in Ford's expanding agile environment
- Created an internal website for sharing agile tools across Ford

Sr. Software Test Engineer
John Deere Intelligent Solutions Group | Urbandale, IA

Jul 2014 - Jan 2017

- Validated telematics and web-based solution for tracking agronomic and machine data
- Directed customer validation of new features with early adopter farmers
- Collaborated with product owners to develop user stories and acceptance criteria from customer feedback
- Trained third-party agronomists to use our solution to grow their business

IT Analyst
John Deere Financial | Johnston, IA

Jun 2011 - Jul 2014

- Reduced quality assurance testing overhead with automated UI tests using Selenium WebDriver, JUnit, and Jenkins
- Integrated automated testing and continuous integration into the release management process
- Championed customer centric process improvement and training within IT department

Education

University of Iowa
Master of Business Administration

Dec 2015

Marietta College
Bachelor of Science Computer Science

Dec 2008