

Josh Hart

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SUMMARY

Product Manager driving \$212M+ in enterprise subscription revenue through strategic go-to-market execution, commercial deal architecture, and cross-functional alignment. Proven expertise scaling enterprise service models and launching 0-1 products. Background in pairing hands-on technical depth with commercial viability to expand market segments and streamline sales cycles.

Tools: Jira, Confluence, Salesforce, Monday, AirTable, Power BI, Tableau, Qualtrics, Figma

EXPERIENCE

IBM – Product Manager

Raleigh, NC | Jan 2025 – Present

- Grew enterprise subscription revenue from \$180M to \$212M year-over-year by architecting modular, tiered service models to expand average contract value (ACV) and capture additional market segments.
- Created net-new enterprise offerings for Fortune 500 accounts, managing the product lifecycle from opportunity identification through to commercial packaging.
- Authored standardized service contracts, order documents, and service descriptions, collaborating with Legal to deploy to the worldwide sales organization resolving regional inconsistencies and reducing deal cycle time by over 30%.
- Partnered with IDC Research to conduct market analysis and customer discovery, converting findings into actionable GTM playbooks and sales enablement material that drove 20%+ opportunity expansion in APAC and LATAM markets.
- Built commercial frameworks for complex deals including GP targets, pricing logic, margin cushion to enable sellers to position solutions confidently and improve gross profit margin ~8%.
- Secured several multi-year enterprise contracts by presenting solution cases to enterprise clients, developing targeted sales plays, an aligning product value directly to Fortune 500 buyer priorities.

IBM – Product Owner

Raleigh, NC | Mar 2023 – Dec 2024

- Led cross-functional product teams through Agile sprint cycles for internal enterprise platforms, balancing high-priority feature development with technical debt management.
- Decreased incident response time by 85% (from 4-minute average to sub-30 seconds) for financially critical infrastructure by delivering advanced predictive monitoring capabilities.
- Reduced support ticket volume and improved workflow completion speed by over 80%+ through successful deployment of a self-service agentic AI assistant.
- Achieved 95%+ global compliance across 1,000+ teams by implementing a monitoring and change management initiative that reduced system incidents by over 200%.

US Radiology – Procurement Data Analyst

Raleigh, NC | Feb 2022 – Mar 2023

- Recovered \$40M+ in financial visibility by leading a cross-domain spend recategorization initiative across multiple business units and standardizing the Chart of Accounts.
- Eliminated \$20M+ in historical duplicate spend by orchestrating a comprehensive consolidation initiative for Accounting, significantly mitigating future reporting errors.
- Built real-time dashboards that provided stakeholders with live visibility into the lifecycle of cost-savings initiatives, enabling data-driven procurement decisions.
- Captured \$2M in annual savings through quarterly analysis of \$80M+ in spend through identifying and selecting vendors for consolidation and aligning supplier selection with federal tax incentives.

EDUCATION

North Carolina State University | Raleigh, NC

B.S. Business Administration | 2017 – 2020