Joshua Beitler

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SUMMARY

Senior Product Manager with 8+ years of experience driving growth and scaling teams in high-caliber environments. Proven track record in aligning stakeholders, owning product vision, and bridging technical and business domains to deliver user-centric solutions that drive measurable results in intense software startup environments.

WORK EXPERIENCE

Zonos   St. George, UT
Senior Product Manager   *Jan 2024 – Present*
– Championed direct customer engagement by onboarding enterprise clients, resolving technical challenges, and acting as a bridge between in-house and customer engineering teams.
– Spearheaded the development of customer-centric strategies by conducting voice-of-customer research and advocating for their needs at the executive level.
– Launched products expanding Checkout to support US-domestic orders, leading to revenue growth and increased product stickiness.
– Led migration of over 3000 users from a legacy tech stack to a modern GraphQL-based API, collaborating with customers to resolve issues during migration.
– Mentored junior PMs, fostering a culture of collaboration and continuous improvement.

Zonos   St. George, UT
Product Manager   *May 2018 – Jan 2024*
– Established and scaled the product function at a high-growth API-driven cross-border technology company, contributing to over $25M ARR and $65M Series A funding.
– Launched a new version of the flagship Checkout product, successfully migrating 400+ legacy users and increasing baseline conversion by 5%.
– Implemented a new Docs system using MDX, significantly boosting SEO and reducing support ticket volume. Personally contributed over 250 new or rewritten doc pages.

Zonos   St. George, UT
Frontend Software Engineer and Product Designer   *Sep 2015 – May 2018*
– Led the upgrade of the primary customer-facing dashboard from Polymer 1.0 to React, enhancing performance and scalability.
– Collaborated closely with company leadership to translate wireframes into fully functional web applications.

Velocity Webworks   St. George, UT
Frontend Software Engineer   *May 2013 – Sep 2015*
– Developed and maintained web applications using Python, Django, and JavaScript, providing a strong foundation for transitioning to product management.

VOLUNTEER LEADERSHIP EXPERIENCE

Southern Utah CodeCamp   St. George, UT
Executive Chair   *Jan 2020 – Present*
Directed yearly 24-hour hackathon (400+ participants) and launched women-focused tech event (100+ attendees).

CERTIFICATIONS

Certified Scrum Master (CSM)

Certified Scrum Product Owner (CSPO)

EDUCATION

University of Utah   Salt Lake City, UT
David Eccles School of Business
Completed 48 credits toward a BA in Finance as part of the honors Business Scholars program. Transitioned to join the cross-border API startup Zonos as its first Product Manager.

SKILLS

Product Management: Strategic vision, roadmap creation, agile methodologies, decision frameworks, user research, backlog refinement
Technical: Advanced knowledge in Python, TypeScript, SQL, GraphQL, Java, API-driven development
Design: UX/UI leadership, customer journey mapping, data-driven design
Leadership: Advanced knowledge in cross-functional collaboration, team scaling, stakeholder management