

JOE HANNON

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Twelve years in restaurant technology, with full P&L ownership of a \$60M ARR back-of-house product line. Built the operations platform now running 40,000 restaurant locations from zero, and grew an enterprise segment from \$75K to \$6.5M ARR — which meant making one product work for a large restaurant group with dedicated analysts and for an independent operator with no IT staff. Also a solo founder shipping AI software that drives physical hardware.

EXPERIENCE

RESTAURANT365 Austin, TX

General Manager, Inventory & Sales (Product Line Leader — 6 PMs, 6 engineering teams) Aug 2024 – Present

P&L owner for the \$60M ARR Inventory & Sales product line. Role eliminated in a company-wide restructuring that removed the GM layer.

- Own inventory, ordering, recipe costing, and Actual-vs-Theoretical variance — the back-of-house analytics operators use to find the gap between the food they should have used and the food they actually did.
- Serve both ends of the market from one platform: enterprise groups with complex multi-unit workflows and dedicated analysts, and independent operators who need the answer on one screen with no IT support.
- Work directly with large restaurant groups to translate nuanced operational requirements into decisions that still scale to the rest of the base.
- Hold 112% net revenue retention and 92% gross revenue retention, and set quarterly investment allocation across 6 teams on contribution-margin tradeoffs, not feature-request volume.
- Partner directly with the C-suite on cross-company planning, turning a product-line roadmap into commitments Sales, CS, and Finance each carry a number against.

Group Product Manager → Director of Product

Sept 2020 – Aug 2024

Led a 9-PM organization spanning Accounting, Workforce, and Inventory through the company's move upmarket.

- Owned the product side of the company-wide enterprise initiative: grew enterprise ARR from \$75K to \$6.5M and enterprise logos from 2 to 26 in four years, building the segment from effectively nothing.
- Owned forecasting and P&L reporting across the Operations Product Suite, giving the exec team its first reliable per-module revenue picture.

Product Manager

Mar 2018 – Sept 2020

- Built Smart Ops, Restaurant365's operations platform, from zero — launched to beta with 4 customers in 2020. It now runs all 40,000 locations using Restaurant365 for operations.

Senior Implementation Manager, Restaurant365 / Compeat

Feb 2014 – Mar 2018

- Installed and configured back-office systems inside live restaurants, including the kitchen — where I learned what operators will and will not tolerate during a dinner rush.

LIGHTS OF ELM RIDGE Founder & Sole Operator

Founder

2026 – Present

Bootstrapped vertical SaaS serving the xLights show-lighting community. 250 users.

- Shipped three products solo in six months, including a GPU-backed AI audio pipeline — stem separation, onset detection, lyric alignment — that generates show timing automatically.
- The software drives physical hardware in the field, so it has to survive unreliable networks, imperfect configuration, and users with no technical support of any kind.
- Designed a token-based pricing model with bulk tiers and a freemium funnel timed to the market's seasonal buying window.

WHAT I ACTUALLY DO

Domain Restaurant back-of-house and kitchen operations · Inventory, recipe costing, food-cost variance · Supply chain · Multi-unit operations

Product Operations and kitchen data strategy · Enterprise and SMB from one platform · Multi-module platform strategy · 0→1 launches · Pricing

Business Product-line P&L ownership · Investment cases and contribution-margin tradeoffs · Revenue and retention forecasting

Leadership Managing managers and 6–9 PM organizations · Hiring, leveling, promotion · Executive communication · Cross-functional alignment

AI & builds Claude · GitHub · Supabase · Cloudflare · Modal GPU pipelines — I prototype and ship production code myself.

Tools Jira · Aha! · Productboard · Jira Product Discovery · Pendo · Figma · Miro · SQL

EDUCATION

Marietta College — B.A., English & Theater