

JOCELYN C. MANGAN

Independent Director | Director Since: 2019



Committees:

- Compensation
- Corporate Governance and Nominating

Other Public Company Directorships:

- Wag! Group Co (Nasdaq: PET) (2021 - 2025)

Other Notable Board Memberships:

- ChowNow (since 2018)
- Forbes Council Member (since 2023)



Favorite Papa Johns Menu Item:

New York Style Pizza

Summary

Jocelyn Mangan brings two decades of top-tier technology leadership, having built and scaled globally influential platforms such as Citysearch, Ticketmaster, OpenTable and Snagajob. Her experience launching consumer and restaurant platforms across Asia, Europe and North America gives her a sophisticated understanding of digital disruption, platform innovation and evolving customer behavior across markets. Highly active across the technology and restaurant sectors, Ms. Mangan maintains direct visibility into emerging trends, disruptive business models and next generation innovation, enabling her to contribute to Board oversight of Papa Johns digital investments, customer engagement advancements and international growth priorities.

Key Skills and Qualifications

- As CEO and founder of illumyn, Ms. Mangan advises investors, CEOs, boards and board-level talent on overall board strategy - from board composition to navigating growth and change, particularly as digital transformation and artificial intelligence reshape enterprise risk and competitive dynamics. She works closely with CEOs, directors, investors and an AI advisory council of senior technology leaders to advance board level AI governance capabilities, ensuring boards are equipped to oversee emerging risks and value creation opportunities.
- Ms. Mangan provides strategic guidance to restaurant leaders on next generation business models, consumer engagement strategies, aggregator economics and technology enabled growth. Her deep connections across Silicon Valley and the broader hospitality ecosystem position her to identify high value innovation pathways aligned with Papa Johns global expansion and digital transformation priorities.
- Having led product teams behind major consumer platforms across the markets, Ms. Mangan spearheaded development of the first OpenTable mobile app that revolutionized the restaurant reservation experience and elevated OpenTable's technology culture, accelerating its evolution into a mobile first global business. Her leadership played a foundational role in positioning OpenTable for its \$2.6B acquisition by Booking Holdings.
- As COO and Chief Product & Marketing Officer at Snagajob, she oversaw full cycle product strategy and user experience transformation for millions of hourly worker interactions. At Ticketmaster, she led development of the first multilingual Olympic ticketing platform, strengthening international customer engagement and ensuring reliability during high demand digital events.

Career Highlights

illumyn / illumyn impact

- CEO, Founder (since 2018)

Netflix (NASDAQ: NFLX)

- Part-time moderator for Netflix Leadership Program (2019-2024)

Snagajob

- Chief Operating Officer (2017-2018)
- Chief Product and Marketing Officer (2016-2017)

OpenTable (former Nasdaq: OPEN)

- Held progressively senior product management roles (2005–2015), culminating in her position as SVP of Product Management and Design.

Ticketmaster (NYSE: LYV)

- Product, content and strategy leadership roles with increasing scope of responsibilities (1999-2005)