

# Joey Steigerwald

| Los Angeles, CA | jsteig17@gmail.com | 480-560-6634 | linkedin.com/in/jsteigerwald17 |

---

## Professional Summary

AI enablement and automation leader with 7+ years of experience in technology, including 6 years at DoorDash, improving how teams work through analytics, workflow redesign, decision-support systems, and practical automation. Experienced translating operational pain points into scalable tools, validation controls, reporting infrastructure, and change plans using SQL, Google Apps Script, and cross-functional delivery. Proven ability to pair human-centered process design with structured experimentation and governance so new capabilities improve quality, efficiency, visibility, and adoption.

---

## Work History

### DoorDash

2020 - 2026

#### Senior Supervisor - New Verticals Vendor Management Ops Team

August 2022 - January 2026

- Led cross-functional automation and enablement programs end to end, aligning Product, Analytics, QA, Operations, and external partners to turn operational pain points into scalable systems and measurable improvements
- Established planning, documentation, status reporting, and governance cadences to manage automation requirements, milestones, dependencies, risks, stakeholder communication, and adoption across concurrent initiatives
- Built scalable reporting infrastructure and automated dashboards using Google Apps Script, providing leadership with real-time visibility into program health, execution metrics, and operational performance
- Led cross-functional redesign of vendor workflows and resource allocation models, supporting initiatives that drove \$50M+ in annualized savings through process optimization and scalable operational design
- Designed operating models and execution frameworks that improved cross-functional coordination, reduced operational friction, supported organizational change, and increased accountability across multiple teams
- Designed and executed operational experiments supporting strategic initiatives, resulting in \$7.7M in annual savings and a 150% increase in efficiency
- Developed and maintained performance reporting and scorecards to track key business metrics and support leadership decision-making
- Proactively identified operational risks, dependencies, and process bottlenecks, partnering with stakeholders to resolve issues before they impacted delivery timelines

#### Strategy & Operations (Secondment)

June 2024 - December 2024

- Developed executive dashboards and reporting mechanisms to monitor CPG Ads Requests and deliver actionable insights supporting prioritization and strategic decision-making (0% → 100% SLA adherence)
- Prepared executive-ready presentations, status updates, and recommendations to align leadership on priorities, project progress, and operational decisions
- Built SQL-based analytics and decision-support tools to identify and resolve duplicate item pairings, improving data quality and enabling more reliable forecasting and downstream planning models
- Partnered with cross-functional stakeholders to define key performance metrics and ensure consistency and integrity across reporting systems

#### Specialist → Senior Team Lead - New Verticals Catalog Team

December 2020 - August 2022

- Built core SQL infrastructure powering merchant-facing tools, enabling scalable data modeling and improved decision-making across thousands of merchants
- Designed and launched scalable workflow systems that improved team productivity and reduced manual coordination for 50+ team members
- Developed automated approval systems using Google Apps Script to validate vendor outputs based on defined confidence thresholds
- Designed validation systems to ensure data integrity, reducing QA time by over 90%

#### Merchant Services Representative - Photos Team

May 2020 - December 2020

- Innovator Award recipient for developing merchant-facing support documentation, leading a cross-functional initiative to standardize resources for platform-wide use

### Modality

2018–2019

#### Director of Content

- Led content strategy and cross-functional content production, managing in-office talent, freelancers, and offshore vendors to consistently deliver publication goals

---

## B.A. Business Economics | University of Arizona, Honors College

2013–2017

- Elected Student Body Senator (2014 & 2016), Appointed Policy Department Director of State Affairs (2015)

---

## Trainings, Certifications, & Skills

- AI Enablement & Automation: Workflow automation, use-case discovery, process redesign, validation controls, human-in-the-loop operations, change management, adoption planning, operating governance
- Data & Decision Support: SQL, KPI development, data quality, ad hoc analysis, automated reporting, dashboarding (Sigma, Tableau), experimentation, performance measurement
- Program Delivery & Tools: Google Apps Script, Jira, Google Workspace, Excel, Salesforce, Tableau, cross-functional program leadership