

Joey Steigerwald

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

Professional Summary

Strategy and operations leader with 7+ years of experience in technology, including 6 years at DoorDash, translating ambiguous business priorities into executable plans and measurable operating improvements. Experienced leading cross-functional strategy, operating-model design, performance management, and transformation initiatives across Product, Analytics, QA, and external partners. Combines structured problem solving, executive communication, and hands-on analytics to align stakeholders, surface tradeoffs, and move complex initiatives from insight through implementation.

Work History

DoorDash

2020 - 2026

Senior Supervisor - New Verticals Vendor Management Ops Team

August 2022 - January 2026

- Led high-priority strategy and operations programs end to end, aligning Product, Analytics, QA, and external partners around business priorities, operating improvements, and measurable execution plans
- Built recurring planning and executive review cadences that clarified priorities, surfaced risks and tradeoffs, and coordinated milestones, dependencies, and stakeholder decisions 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

- Strategy & Operations: Strategic planning, operating-model design, cross-functional leadership, stakeholder alignment, executive communications, organizational change, process optimization, operating cadences, prioritization, roadmap execution
- Analytics & Decision Support: SQL, KPI development, business performance tracking, ad hoc analysis, dashboarding (Sigma, Tableau), forecasting, scenario analysis, executive reporting
- Program Delivery & Tools: Program planning, risk and dependency management, Jira, Google Workspace, Google Apps Script, Excel, Salesforce, Tableau