

Joey Steigerwald

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Professional Summary

Business operations leader with 7+ years of experience in technology, including 6 years at DoorDash, building the systems, processes, and management rhythms that help teams scale. Experienced improving operational performance through workflow design, resource allocation, KPI development, vendor management, analytics, and automation. Proven ability to diagnose friction, align cross-functional stakeholders, and turn ambiguous business needs into practical operating models that deliver measurable efficiency, quality, and cost improvements.

Work History

DoorDash

2020 - 2026

Senior Supervisor - New Verticals Vendor Management Ops Team

August 2022 - January 2026

- Owned end-to-end delivery of high-priority business operations initiatives, aligning Product, Analytics, QA, and external partners to improve performance, scale workflows, and deliver measurable outcomes
- Established recurring planning, documentation, performance reporting, and executive review cadences to manage priorities, risks, dependencies, and accountability 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

- Business Operations: Operating-model design, process optimization, resource allocation, vendor operations, performance management, change management, stakeholder alignment, operating cadences
- Analytics & Reporting: SQL, KPI development, business performance tracking, scorecards, ad hoc analysis, dashboarding (Sigma, Tableau), forecasting, scenario analysis
- Execution & Tools: Cross-functional program leadership, Google Apps Script, Jira, Google Workspace, Excel, Salesforce, Tableau