

JOSEPH S. DOUGLAS

+1 914 434 7799 | jscottdouglas@gmail.com

<https://www.linkedin.com/in/joseph-douglas-2488894a>

Oxford, CT

PROFESSIONAL SUMMARY

Strategic Manager with experience in project management, product implementation, and process optimization in the technology and e-commerce sectors. Proficient in technology-driven environments, managing and training internal teams, as well as working with external clients. Committed to driving successful implementations, facilitating digital transformation, and fostering collaboration.

WORK EXPERIENCE

SmartEquip | Norwalk, CT

February 2016 – April 2024

SmartEquip is a technology provider specializing in e-commerce solutions for the construction equipment industry. The platform connects equipment manufacturers, suppliers, and fleet owners, facilitating parts procurement, equipment management, and operational efficiency. The company serves a global network of clients, driving innovation in the construction sector.

Roles: Manager, Supplier Onboarding / Project Implementation Manager; Junior Project Manager; Supplier Onboarding Specialist

- **Managed and optimized** the onboarding process for Buyer/Seller relationships, leading a team of professionals to handle over 2,000 requests annually, significantly contributing to a \$400M increase in annual recurring revenue.
- **Led projects** from contract signing through implementation, adhering to the company's software development lifecycle, and improving project delivery times through enhanced project planning and platform management.
- **Collaborated with cross-functional teams** to enhance the SmartEquip platform's functionality and implemented Jira automations that reduced implementation time by 30%.
- **Provided post-implementation support** and addressed customer queries, resulting in repeat business and strong client relationships.
- **Designed and migrated** to a new Jira process, enabling customer-specific tracking, dashboards, and automation, and completed documentation for a new onboarding tool that automated Buyer/Seller configurations.

Toolfetch LLC | Elmsford, NY

September 2013 – February 2016

Roles: eCommerce Administrator; eCommerce Representative

- **Managed supplier/vendor onboarding** and collaborated with management to develop strategies aimed at boosting sales and productivity. Played a key role in completing sales orders by educating customers on pricing, product details, and negotiation tactics, while also validating purchase orders and reviewing incoming orders for accuracy and fraud prevention.
- **Led the repair and maintenance** of company-wide systems and supported sales representatives through training, coaching, and mentoring, enhancing their effectiveness and efficiency. Assisted the accounting department with bill processing and clerical tasks, ensuring the product database remained accurate and up-to-date.
- **Provided customer service** and resolved escalated concerns through telephone and email communication, contributing to a positive customer experience. Managed back-ordered products, providing customers with timely and accurate updates to maintain satisfaction.
- **Executed administrative tasks** and streamlined processes to ensure operational efficiency. This included diligent follow-up on incomplete quotes and proactive management of back-order issues, reinforcing smooth operational flow and maintaining strong customer trust.

Focus Vision World Wide Inc | Stamford, CT

June 2013 – September 2013

Roles: Live Stream Checker

- **Conducted meticulous reviews** of live video streams, including teleconferences, video conferences, and group interviews, within the context of secured research at remote facilities. Ensured that all streams were monitored for quality and compliance with research protocols.
- **Provided proactive customer support** through Live Chat, offering immediate assistance and efficiently resolving queries. Managed the escalation of trouble tickets for further review, demonstrating a strong commitment to maintaining high-quality communication and service delivery.
- **Ensured secure and uninterrupted service** by promptly addressing any issues that arose, thereby upholding the integrity of the live streams and supporting the success of ongoing research projects.

USAlliance Federal Credit Union | Rye, NY

March 2008 – June 2012

Roles: Technical Support Coordinator; Member Service Representative

- **Validated documents** to prevent fraud and errors, upheld the integrity of online banking operations, and circulated key reports critical to the credit union's operations. Acted as a bridge between IT and staff, ensuring effective communication and smooth system testing and validation processes.
- **Crafted comprehensive training documents** for system upgrades, enhancing the technical support provided to staff and members. Collaborated on strategies to boost sales and productivity while mentoring team members to elevate their performance and expertise.
- **Provided superior customer service** by resolving escalated concerns via phone and email, ensuring customer satisfaction. Conducted rigorous reviews of ChexSystems and NSF reports, maintaining compliance and accuracy for overdrawn accounts.
- **Ensured account accuracy** across checking, savings, IRAs, and loans, reinforcing compliance standards. Completed essential BSA/AML/FACT Act compliance training and managed precision in core system data throughout conversion processes.
- **Elevated team capabilities** through targeted training, coaching, and mentoring, contributing to the overall efficiency and effectiveness of the team. Managed routine paperwork efficiently, ensuring smooth day-to-day operations.

EDUCATION

Westchester Community College | Valhalla, NY

SKILLS

Project Management · Supplier Configuration · Data Analysis · Process Optimization · Stakeholder Management · Software Configuration and Testing · Cross-functional Team Collaboration · Web-based B2B Application Management · Technical Knowledge · System Maintenance · Risk Management · Budget Management · Agile and Scrum Methodologies · Change Management · Performance Reporting · Quality Assurance

Professional Recommendations

Below are selected recommendations from my LinkedIn profile and professional reference, showcasing feedback from colleagues and supervisors at SmartEquip. These testimonials highlight my professional skills, work ethic, and contributions to the team and projects.

Recommendation from Dominick Sacco

Position: Supplier Support Specialist at SmartEquip

Relation to Recommender: Dominick reported directly to Joseph

Recommendation:

Joseph was my supervisor nearly 3 years with SmartEquip. Joseph was exemplary in his management, communication, and leadership skills providing his team the proper guidance to meet our team goals. Not only does Joseph's work ethic speak for itself, but also his ability to keep his team's moral high was commendable.

Recommendation from Stephen Gillispie, PMP

Position: Director of Project Management at SmartEquip

Relation to Recommender: Stephen managed Joseph directly

Recommendation:

I am pleased to write this letter of recommendation for Joseph Douglas, who has been an invaluable member of our team at SmartEquip for over 8 years.

During his time with SmartEquip, Joseph consistently demonstrated exceptional technical, analytical, and management skills contributing greatly to the success of our projects. His dedication was particularly noteworthy, showcasing his expertise and ability to deliver results.

Joseph is not only a skilled professional but also a pleasure to work with. His positive attitude, strong work ethic, and willingness to go above and beyond expectations make them a valuable asset to any team.

I have no doubt that Joseph will excel in any future endeavors and highly recommend him for your next hiring opportunity.

Recommendation from David Berrios

Position: Director Customer Support @ SmartEquip | CRM Expertise

Relation to Recommender: David worked with Joseph but on different teams

Recommendation:

I had the pleasure of working with Joseph at SmartEquip for the past 4 years, and I highly recommend him. Throughout our time working together, Joseph consistently demonstrated a strong passion for promoting high levels of customer satisfaction. His dedication to our customer base was evident in all of his interactions and actions.

Joseph's collaborative nature was truly invaluable to our support team. He actively sought input and ideas from team members, and his inclusive approach fostered a positive and productive working environment. He was always willing to lend a helping hand and work together towards our common goals.

One of Joseph's standout qualities was his exceptional ability to handle difficult customer situations. He approached these challenges with professionalism and a solution-oriented mindset. His calm demeanor and effective communication skills helped to de-escalate tense situations and find resolutions that were favorable for both the customers and the company.

Overall, Joseph is an exceptional professional who consistently goes above and beyond to ensure customer satisfaction. His collaborative nature and skill in resolving difficult situations make him an asset to any team. I wholeheartedly recommend him for any future opportunities.

Recommendation from Stephanie Miller

Position: Strategic Sourcing Analyst @ United Rentals

Relation to Recommender: Stephanie worked with Joseph but they were at different companies

Recommendation:

I've worked with Joseph for over eight years. I was first introduced to Joseph when he was working at SmartEquip. He has helped us plan for, test & successfully deploy over 200 suppliers to our Smartequip platform. Joseph was extremely valuable to both us as a vendor and his organization in getting to a successful outcome. I look forward to working with him again in the future and highly recommend him for any role.

Special Projects

USAlliance Federal Credit Union Core Conversion

At USAlliance Federal Credit Union, I played a key role in a critical core conversion project, transitioning from a homebrew system to a new platform.

I led the data validation efforts, ensuring the accuracy and integrity of data throughout the conversion process. Additionally, I was responsible for managing system upgrades and creating comprehensive training documentation that was distributed across the entire organization. My contributions were instrumental in facilitating a smooth transition, equipping staff with the knowledge and tools needed to effectively operate within the new system, and minimizing disruptions during the conversion.

USAlliance Federal Credit Union Mobile Banking Implementation

At USAlliance Federal Credit Union, I led the execution of the mobile banking implementation, focusing on delivering a seamless digital experience for our members.

My responsibilities included conducting thorough research into potential vendors, evaluating them from a pros and cons perspective, and negotiating pricing to ensure we selected the best solution for our needs.

Additionally, I managed the implementation process, ensuring that the platform was integrated smoothly and effectively into our existing systems. This project resulted in the successful launch of a user-friendly mobile banking platform that significantly enhanced member engagement.

SmartEquip Jira Server to Jira Cloud Migration

At SmartEquip, I spearheaded the migration from Jira Server to Jira Cloud, a critical project that required meticulous planning and execution.

I led the entire process, from assessing the current system's needs to coordinating with cross-functional teams to ensure a seamless transition.

This migration not only enhanced our project management capabilities but also improved system performance, accessibility, and scalability, allowing the company to better manage and track projects across various departments.

SmartEquip Customer-Focused Tools Development

In another significant project at SmartEquip, I took the lead in creating business requirements documents for new customer-focused tools, including an advanced customer self-administration tool and self-onboarding tools.

These tools were designed to empower our customers and support teams by providing them with greater control and ease of use. My role involved gathering requirements, collaborating with stakeholders, and ensuring that the final product would align with both customer needs and company objectives.

These tools played a key role in enhancing the overall user experience and streamlining the client onboarding process, ultimately driving customer satisfaction and retention.

SmartEquip Training Documentation and Project Discovery Document Revamp

At SmartEquip, I developed detailed training documentation for the Onboarding Department, providing clear guidelines and best practices to help new team members quickly acclimate to their roles.

Additionally, I took on the task of revamping the project discovery documents, which are critical in the initial phase of project planning.

These documents were enhanced to better capture client requirements, define project scope, and outline deliverables, ensuring that each project started with a solid foundation.

The improvements made to these documents led to more accurate project planning and a smoother overall execution, aligning outcomes more closely with client expectations.