

Jack Doran (He/Him)

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Problem-oriented, high performing individual contributor with leadership experience. Creatively solving evergreen issues for high-growth logistics and freight marketplace startups. Excels in high pressure, ambiguous scenarios with high levels of autonomy and responsibility. Analytical and data-driven, while always staying grounded in achieving real-world results.

Experience

Convoy Inc - Seattle

October 2019 - April 2021

→Weekend Team Lead - Brokerage Operations, Senior

Responsibilities:

- Leading weekend brokerage operations for this industry leading digital freight network and marketplace, named in 2019, 2020, and 2021 to the CNBC Top 50 Disruptor list.
- Purview equates to 15-20% of the company's brokerage revenue, equating to multiple millions on a weekly basis. Managed both revenue and expenditure of over \$100MM during my tenure.
- Leverage data using native SQL queries and internal tooling (Metabase, Tableau) to inform decisions and correct problem areas within the business.
- Produce twice weekly publications distributed to a team of 75+ including the VP/Head of Supply. These provide both quantitative analysis and contextual information regarding our performance and trends in our marketplace.
- Manage a core team of two employees, as well as a rotating set of 1-8 employees that varies week by week. Responsible for forecasting operational needs to determine necessary headcount, as well as distributing and supervising these resources.
- Communicate operational and market trends to the team in weekly collaborative meetings.
- Consult as a subject matter expert for building digital freight marketplaces, and for customer-facing marketing and UI design and functionality.
- Lead shadows and general overview of our org for newly onboarded leadership and C-level executives.

Achievements:

- Improved gross margin per shipment from -\$77.96 in Nov 2019 to +\$11.95 in Nov 2020 to +\$102.15 in Mar 2021.
- Maintained expenditure within <1% of quarterly forecasts each quarter in 2020 (Q1:0.91%,Q2:0.14%,Q3:-0.26%,Q4:0.90%).
- Weekend Schedule 2.0 - Planned, documentized, and implemented a new weekend schedule in January 2020 which maximizes efficiency of weekend operations and saves the company ~\$85k per year in salary expenses, in addition to recurring weekly savings gained by refocusing the weekend team's priorities (improved buying power by over 200 bps YoY).
- Weekend Review - A weekly quantitative deep dive with a written qualitative summary, this weekly communication helps measure and explain the past weekend's performance against our metrics, as well as inform the actions of the team in the week to come. Distributed to a team of 75+ including the VP/Head of Supply.
- Carrier Interaction Discovery - Using a start-to-finish problem solving approach, created a business question to answer, wrote native SQL queries to collect the answers from our database, compared trends over time between the results of the queries, wrote up a detailed summary of the analysis, and ultimately distributed the document to all key stakeholders in the org. I found that the level of user activity the marketplace experiences on the weekends is significantly lower than the activity the marketplace sees on weekdays, and was able to show the exact measurement of this difference over time. This continues to help inform decisions, from operational scheduling to shipper-side pricing and tender acceptance.
- Quarterly Reviews - Began an extensive 5-7 page deep dive review of our team's financial and operational performance on a quarterly cadence. This breaks down and contextualizes quantitative data, while providing actionable suggestions in an easily digestible format for regional managers, senior managers, and our director.
- Coronavirus Pandemic Surge - Led the weekend team through a time of unprecedented difficulty in the supply chain industry: the COVID-19 pandemic. Maintained excellent service levels while the market experienced extreme volume, pricing, and capacity volatility.

Sunteckttts - Rochelle Park, NJ

January 2019 - May 2019

→FTL Logistics Coordinator

Responsibilities:

- Managed the Midwest US region's FTL brokerage operations, working cross functionally with sales leadership.
- Managed supply-side pricing and carrier sourcing for all lanes in the Midwest region.
- Actively managed a carrier book of business.

Achievements:

- Initiated lane repricing across the Midwest region to standardize supply-side pricing for our carriers and flip struggling accounts from negative or low margin to 15% or greater positive margin. Overall gross margin across all accounts increased from below 10% to the 15-22% range over the time period of one quarter.
- Salvaged key customer relationships by reorganizing the existing carrier portfolio, and excluding carriers from our marketplace that did not meet customer service standards.

Transfix Inc - New York City

January 2016 - June 2018

→Intern → Ops Representative → Carrier Manager → Sr. Carrier Manager

Responsibilities:

- Built out and managed all brokerage operations for the Northeast region. Exercised complete control of supply-side pricing, while providing advisement and context for demand-side pricing.
- Managing and ensuring success of key supply programs, including the company's first drop trailer project.
- Actively managed dozens of supply-side customer relationships on a daily basis, balancing their needs between each other and against those of the business.
- Led a team of two coworkers.

Achievements:

- Built out and led the Northeast region while the company experienced over 25x growth. Complete control and responsibility for pricing, supply capacity, carrier relationships, and meeting customer demands. The region and my supply management style later served as a template for building out the other geographical regions of the US.
- Oversaw and implemented the first drop trailer/drop shipping project for Unilever - our most important customer account. Played an integral role in developing workflows and ensuring the success of the program.
- CM Tool - Partnered with engineering to scope, develop, collect feedback on, and ultimately roll out this significant operational and financial dashboard to the entire operations team. Provided instant visibility on key historical financial data that helped inform our employees' decisions day-to-day. Heavily optimized the team's workflow by concentrating key information on a single pop-out window.
- Led the team by example - Consistently achieved the highest performance company-wide in our three major KPIs (app usage, margin, shipments covered).

Education

Rutgers University - New Brunswick, NJ - B.A. in Economics, Psychology Minor

Omicron Delta Epsilon International Honors Society for Economics - Associate Member

Skill Sets

- SQL Proficient- Can write complex native queries to answer business questions.
- Highly proficient working with data in Excel/Sheets and Google & Microsoft Suite.
- Basic knowledge of HTML, CSS, Javascript, and Ruby. Began learning Python, Summer 2021.