



## JOE CAMPBELL

### EXPERIENCED MANAGER FOCUSED ON TECHNOLOGY, DESIGN, & BUSINESS INTELLIGENCE

New York, NY

[joseph@jwcampbe.com](mailto:joseph@jwcampbe.com)

[joecampbell.me](http://joecampbell.me)

### SKILLS

#### Management

Recruited and managed a 30+ person technical team

#### Technical Project Management

Provided direction and guided to UX, BI, QA, and developers in order to create scalable enterprise products.

#### Writing & Social Media

Wrote business plans, blog posts, and created presentations.

#### Business Process Improvement

Researched, analyzed and iterated through solutions.

#### Public Speaking

Presented roadmap and philosophy at 300+ person client and internal events.

### WORK EXPERIENCE

#### TransPerfect/Translations.com

2014-01 - Current

##### Director, Tech Ops

Director, Tech Ops Creating and maintaining business unit acting as a startup within the larger company.

Recruiting and managing 30+ person team including design, development, QA, business intelligence, support, and training.

Primary base of operations in New York, but small teams in Barcelona, London, Tokyo, Serbia, Minneapolis, and Dallas for round-the-clock coverage.

Overall responsibility for my business unit, including product ownership, technical decisions, and prioritization.

Responsible for TransPort, TransPerfect / Translations.com's second-largest technology solution (and the fastest growing one with over 1,300% year-on-year growth from 2016 to 2017), providing and easy and secure way to tap the power of the GlobalLink suite.

Responsible for creating TransPerfect's first user experience team with a goal of providing a tool that could provide the power of GlobalLink without requiring training.

Responsible for creating TransPerfect Auth, the identity provider and single sign on solution for TransPerfect's products.

Responsible for several internal applications to improve efficiency including:

- Facilitating internal communication with over 13K messages exchanged per week;
- Generating the majority of all translation estimates / quotes;
- Tracking all translation memory usage;
- Tracking revision workflows.

Responsible for starting a business intelligence / analytics team that has created a data warehouse utilizing Alteryx and Tableau to provide custom internal and client-facing reporting bringing together various data sources.

Responsible for creating several specialized tools for the clinical / life sciences industry, including:

- Automated translation cost estimation for study budget;
- Media monitoring for references to drugs;
- A multilingual protocol / study title database.

Technical contact for several major clients.

#### TransPerfect/Translations.com

2010-10 - 2014-01

##### Technical Project Manager

Technical Project Manager (3 years 4 months)

Manage special projects(mainly internal facing) to improve efficiency.

Worked with teams reporting to me and others as product lead including on translation memory research and file conversions.

Worked with a small team to re-launch the TransPerfect.com and Translations.com web sites among others.

#### Law Offices of Paul Giacomo

2007-01 - 2010-10

##### Law Clerk

Law clerk

Drafted memorandums in corporate litigation while reviewing case law, pleadings, motions, and miscellaneous materials.

Drafted trademark applications and responses to office actions regarding trademark applications.

### EDUCATION

#### College of the Holy Cross

2000 - 2004

##### BACHELORS