

JOSHUA GRIFFITH

OPERATIONAL DIRECTOR

Contact

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Address

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Top Skills

Operations Management

Process Optimization

Project Management

Business Administration

Strategic Planning

Detailed Oriented

Leadership

Multi-Unit Leadership

Software

Microsoft Office

ADP

Google Workspace

Caspio (Certified Developer)

Zapier

Active Campaign

Adobe

DocuSign

WordPress / Elementor

About Me

I have over 15 years of leadership experience and 7 years of working with small businesses to help increase revenue and efficiency through automation, process optimization, and data management. I am detail-oriented, operationally driven, and an outside-the-box thinker. I am dedicated to delivering top-notch results with integrity in any role and organization I am a part of. I am also a quick learner and take pride in self-development. My goal is to make an impact in any organization I join and use my skills and experience to maximize success.

Experience

Symbiotic Solutions, LLC **04/2017 - Current**
Self-Employed / Independent Contractor

Certified Caspio Developer & Independent Contractor with expertise in overseeing business processes, optimizing projects & processes, creating custom web applications and solutions, negotiating agreements, and working with sub-contracted developers and Marketing teams. Official Caspio Partner with experience in planning, providing timelines, and creating budgets.

- Assisted clients in identifying issues and providing potential solutions to increase productivity and revenue
- Managed team of sub-contracted developers and Sales and Marketing team
- Provided Project Management, Consulting, Process Optimization, Database Builds/management, and custom web application development using Caspio
- Created proposals and negotiated agreements between the business and the client
- Developed detailed plans and timelines for projects, to make sure project was completed on time, as well as created budgets to ensure maximum profitability

Sprint by Absolute Wireless **01/2015 - 06/2020**
Operational Director

Experienced Operations Leader with expertise in creating operational processes and internal applications to support teams and improve efficiency. Overseeing the development of internal CRM tool for the Sales team, providing support to stores and leadership, and training/development. Specializing in strategizing, planning, and implementing special projects for CEO/CFO, and creating custom reports.

- Worked with back our office vendor and development vendor to ensure the ongoing successful implementation of our CRM and Internal Systems.
- Designed, planned, and implemented new systems using Caspio, which included Human Resource & Onboarding platform, Intranet, Maintenance & IT Ticketing system, and other smaller projects.
- I would work with internal teams to investigate challenges within the organization and look to find ways to automate and improve processes that would improve our efficiency.

Certifications

Caspio Developer

Certification

TLKGSKHHGH-TTHXSWSX-RHSPFFHJFJ

Expires: 11/7/2024

References

Will Provide upon
Request

Experience *(Continued)*

Sprint by Absolute Wireless

District Manager (15 Locations - Middle Tennessee)

I'm an experienced leader with proven success developing store managers and their teams in Sales and Operations. Skilled in creating and implementing action plans, writing performance reviews, and ensuring stores meet company standards. Successfully resolved customer and employee issues, interviewed and onboarded new store managers, and introduced cost-saving initiatives. Experienced in presenting business presentations to high-level executives and developing a team environment.

- Developed and implemented action plans for the leadership team
- Wrote performance reviews and ensured stores met company standards
- Resolved customer and employee issues and interviewed, hired, and onboarded store managers
- Introduced cost-saving initiatives, optimized processes, and procedures, implemented company initiatives, and developed a team environment

Toys R Us

12/2012 - 12/2014

Store Manager

Experienced Leader with extensive experience in managing store operations, training teams, creating mutual success, introducing new methods, and managing a fast-paced environment. Proven skills in merchandising, product placement, and holding store meetings to communicate performance and recognize employees.

- Oversee daily operations of a retail store, ensuring exceptional customer service, high-quality merchandise displays, and compliance with safety guidelines
- Hire, train, and supervise sales associates and other staff to ensure excellent customer service
- Develop and implement strategies to increase sales and profitability
- Analyze sales data to develop and adjust store operations, inventory management, and scheduling
- Monitor and respond to customer feedback to ensure satisfaction and improve customer service

TJ Maxx, Tjx Companies

09/2008 - 09/2012

Assistant Store Manager - Operations

Responsible for Cash Control, Scheduling & Payroll, Time Keeping, Operational Audits, Hiring, Onboarding, Training, Customer Service, Store Opening & Closing procedures, and HR paperwork management. Coached Team Members for excellent customer service, planned & completed special projects, generated Operational Reports, and performed End of Month procedures.

- Utilized assessment techniques and conducted employee performance reviews to ensure accurate evaluation of performance.
- Managed payroll, supply, fixture, and employee motivation budgets.
- Performed operational audits to ensure compliance with company, state, and federal regulations.
- Facilitated the onboarding and training of new team members.