

Joshua D. Earl

Management | Operations | Business Leadership

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CAREER PROFILE

An accomplished, results-oriented management professional with a demonstrable record of success in leveraging strategic vision and incisive direction to optimize performance within fast-paced commercial settings. A notable capacity for streamlining processes and driving class-leading operations is underpinned by an aptitude for translating the needs of a diverse clientele into effective solutions. Advanced communication and interpersonal skills facilitate strong relationships and engender a leadership environment that is conducive to motivation, target-achievement and professional excellence.

KEY SKILLS AND STRENGTHS

- Professional/Management:** Business and operations management
Staff management and team development
Sales and business development
Strategic planning and execution
Process enhancement/optimization
Recruitment and onboarding
Business transformation
Planning, organization and prioritization
Critical and analytical thinking informs innovative solutions to complex problems
Deadline and detail-oriented
- Communication:** Client/stakeholder engagement
Multidisciplinary collaboration and team working
Partnership development
Training development and delivery
Negotiation and influencing
- IT & Technical:** Microsoft Office, Mac OS.

CAREER HISTORY

Inventory Manager | Jeffrey S. Evans & Associates **08/2018 - Present**

Complex, multifaceted role encompassing operations, inventory management and logistics functions in support of an efficient, procedurally robust environment

- Spearhead a range of day-to-day warehouse operations to ensure the safe storage/maintenance of 100,000+ pieces of inventory
- Coordinate logistics to support the timely transportation of consignments (short and long distance), including internal fleet management (scheduling and maintenance) and sourcing rental vehicles as necessary
- Expertise in assessing/evaluating existing processes to identify areas of weakness, and implementing high-performance improvements:
 - Successfully re-designed the processes for transporting heavy furniture; significantly improving efficiency while reducing the chance of injury
 - Led on a major re-engineering program for the large furniture storage system and annex layout to enhance accessibility and storage navigation
 - Delivered significant cost savings while maximizing space and efficiency by sourcing inexpensive temporary storage solutions
- Record of success in identifying business problems and developing cost effective solutions
- Coordinate the entire merchandising consignments for both photography and auctions
- Serve as clerk of online auction platforms; ensuring alignment of operations and seamless execution
- Routinely undertake travel to retrieve merchandise/inventory and ensure its safe transportation

- Promote accuracy in maintaining a robust catalog of coins, bullion and art glass
- Effective space management to drive significant cost savings

Owner | *Lions Head Relics*

04/2017 –Present

Founder and Owner of a leading antiques, vintage and glass restoration company, growing from scratch to sustained profitability (doubling sales in just 12 months)

- Lead all daily business operations, ensuring seamless service delivery and consistent growth
- Provision of class-leading customer service tailored to a diverse clientele; skilled at translating the needs of the individual into quality solutions that promote retention and satisfaction
- Ownership of core financial and budget activities, including monitoring and analysis; ensuring maximum ROI and effective budget allocation
- Development and delivery of targeted, multi-channel marketing campaigns
- Promote engagement through effective website management
- Foster strong community links and public relations to build a high-value network of engaged stakeholders
- Apply a data driven approach to decision making; tracking all sales and metrics
- Establish, maintain and continuously evolve/enhance business policies/procedures to promote consistent, quality standards across all operations
- Responsible for all aspects of the effective management of a multidisciplinary team; fostering a culture of continuous development and customer satisfaction
- Took the strategic decision to relocate the business to enhance performance and engagement, while strategically refocusing towards glass and glass restoration
- Engage in robust negotiation of “wholesaler” and reselling contracts to deliver a favorable bottom line

General Manager | *Crossroads Pub & Grill*

04/2015 – 05/2018

- Promoted a culture of operational efficiency and quality customer service to drive annual revenue to \$1.5M; capitalizing on a major period of boom to place the company at the forefront of the industry
- Led the recruitment process to build high-performance teams with the capacity to deliver against challenging organizations objectives
- Supported a seamless onboarding process to ensure consistency and quality across all business processes
- Provision of incisive management to a team of 30, including the development and delivery of targeted training
- Implemented a major program of transformation by developing a revised/optimized POS system; facilitating expedited and higher volume transactions
- Delivered a 20% decrease in payroll costs through the execution of an enhanced/reformatted staff scheduling matrix
- Maintained strong business relationships with vendors; engaging in robust contract negotiations to drive a 25% decrease in expenses
- Fostered and maintained long-term partnerships with community charities, veterans groups and schools; leading on efforts to secure donations and funds for local non-profit groups
- Steered senior decision making to revise the entire kitchen line and deliver significant business growth by capitalizing on the tourist seasons
- Leveraged analytical acumen to plan and manage complex budgets and track/optimize inventory
- Optimized sales volume and profitability by negotiating new and existing contracts with vendors to increase profits
- Performed data reviews of previous years’ sales and holidays/local events; planning accordingly to optimize revenue generation
- Effective stock and inventory management; implementing an enhanced ordering system to minimize waste and streamline operations to deliver a consistently favorable bottom line

Precious Metals Broker & Lead Trainer | *Northwest Territorial Mint*

09/2008 – 01/2015

- Served as a point of consultation, expertise and facilitation for investors seeking to convert assets into precious metals; skilled at understanding their specific requirements and translating them into high-value solutions
- Led the entire sales process, including individualized portfolio creation/management, portfolio exit strategy, currency authentication and physical processing
- Proactively maintained currency of knowledge regarding legal, regulatory and procedural changes to ensure absolute compliance
- Owing to exemplary performance, secured the position of lead broker for the largest private American mint; brokering over \$10M in personal annual sales
- Subject matter expert in all forms of gold, silver, palladium and platinum, and currency authentication
- Leveraged metal analytics tools (XRF Metals Analyzer) to test metals and extract a percentage breakdown of elements (providing training to colleagues in the use of the device and ensuring maintenance)

- Fostered sustainable relationships with resellers and affiliates to expand the company brand and enhance perception
- Led on the broker recruitment process to develop quality teams
- Skilled at identifying the competencies of individuals and developing individualized training programs; “cross-training” staff into other roles within the department
- Drove significant brand awareness by developing engaging content for a monthly newsletter with a readership of 30,000+ clients

Store Manager | *Bakers Footwear Group, Inc.*

10/2001 – 07/2007

- Revolutionized two stores struggling with low sales and high theft/loss issues through a major transformative program:
 - Performed a critical review of all processes and functions to develop an incisive plan
 - Re-staffed both locations and rolled out a revised training program for incoming management
 - Rebuilt the brand presence by connecting with local communities
- Reduced the stores’ shrink from 10% to 1.5% (exceeding established targets)
- Achieved a 28% sales increase from the previous year by re-branding the inventory and size structure offered
- Coordinated the opening of a flagship store, including all aspects of merchandising, stocking, staffing and training (meeting the first month’s sales goal and exceeding subsequent goals by 11%)

EDUCATION

- Bellevue Massage School
- Certified in Anti-Money laundering “Patriot Act” government guidelines