

CONTACT

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FRISCO,
TX



CERTIFICATIONS

- AWS Cloud Practitioner
- ISTQB Certified Tester (in progress)
- Full stack developer course focused on HTML, CSS, Bootstrap, JavaScript, SQL, MongoDB, Node.JS, and APIs.

Daniel Boone H.S.

Diploma
2005

Josh Hovland

Business Leader

Results driven leader with over 15 years of experience implementing systems that achieved top line business, seeking to transition skills in client experience, creating systems, and leading teams to help achieve Company goals and further my development in a new industry.

SKILLS

Leadership

- 15+ years in team leadership (teams of 10-40 members).
- Guided business to achieve an increase of 14m over 6 years.
- Developed a client centric environment with a retention of 20% and 85% NPS.
- Recruited, onboarded, and developed over 100 team members.

Operations

- Created systems that improved efficiency currently in place across the US.
- Optimized inventory management to minimize loss and increase profitability.
- Traveled to high value events to optimize execution of selling processes.

Tech skills

- Proficient in MS Office and Google suite.
- Certified AWS Cloud Practitioner.
- SAP experience.
- Proficient in Workday.
- IT system troubleshooting that handled payments and internal network.
- Beginner level HTML, CSS, Bootstrap, and JavaScript.

EXPERIENCE

Store Director, Gucci

(11.12-present)

- Enabled a learning environment that empowered personal growth that led to internal promotions to corporate level team members.
- Analyzed historical business and leveraged market drivers to improve key KPIs.
- Collaborated with Executive leadership to expand market share by an additional 15m in revenue.
- Increased loyalty by hosting elevated events focusing on client experience and retention.

Associate Director, Michael Kors

(08.10-11.12)

- Developed a business plan for the market to drive KPIs and performance.
- Led opening of 4 locations in the market by collaborating with Marketing, Executives, and Finance.
- Held the highest sales achievement that drove profitability for shareholders upon becoming a publicly traded organization.

Retail Director, Assembly

(11.07-11.09)

- Created a business plan for a start-up boutique to achieve market share.
- Responsible for finances by handling all payroll and business expenses.
- Created brand awareness by participating in charity events and hosting local events.