

## Josh Hovland

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### PROFESSIONAL SUMMARY

Dynamic and results-driven professional with 17+ years of experience in retail and global project implementation. Proven track record of leading high-performing teams, executing complex projects, and enhancing operational efficiency. Excels in fast-paced environments and skilled at driving growth, improving customer satisfaction, and optimizing processes on a global scale.

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### PROFESSIONAL EXPERIENCE

#### Global Implementation Specialist Team Lead

ezyVet

2/23 – Present

*Frisco (Hybrid)*

- **Role:** Lead global implementation projects, managing a team responsible for deploying ezyVet solutions across diverse markets.
- **Key Responsibilities:**
  - Oversee end-to-end implementation of ezyVet software, ensuring smooth deployment and adherence to project timelines.
  - Collaborate with cross-functional teams, including Product, Engineering, and Customer Support, to tailor solutions for client needs.
  - Conduct training sessions and workshops for internal teams and clients to maximize product adoption and user satisfaction.
  - Develop and refine process documentation, establishing best practices that enhance operational efficiency and improve client outcomes.
  - Monitor project performance, implementing strategies to meet KPIs and increase customer satisfaction.
- **Achievements:**
  - Successfully led the implementation of the ezyVet platform for over 80 clients directly and oversee an average of 80 projects within my team.
  - Recognized for fostering a team culture resulting in a promotion to Team Lead 1 year into service.

## **Store Director**

**Gucci**

**11/12 – 1/23**

*Dallas, TX*

- **Role:** Directed store operations, ensuring exceptional customer service, team leadership, and operational excellence for Gucci's flagship locations.
- **Key Responsibilities:**
  - Managed day-to-day operations, overseeing a team of 20+ employees and achieving sales targets and customer experience KPIs.
  - Drove the implementation of company-wide initiatives, optimizing inventory management and visual merchandising for brand consistency.
  - Developed and mentored staff, creating tailored development plans that improved employee retention and engagement.
  - Maintained close communication with senior leadership, delivering insights on market trends, product performance, and customer feedback.
- **Achievements:**
  - Implemented a mobile POS system that was also a CRM and inventory management tool
  - Led the store to become one of the top-performing locations in the region by maintaining high service standards and clienteling practices.

## **Store Manager**

**Michael Kors**

**11/07 – 11/12**

*Location*

- **Role:** Managed all aspects of store operations, from team leadership and customer experience to inventory and financial management.
- **Key Responsibilities:**
  - Spearheaded staff recruitment, training, and performance evaluations, ensuring team alignment with brand values and customer service standards.
  - Drove sales initiatives, implemented merchandising strategies, and ensured seamless daily operations.
  - Handled budget management, cost control, and profit forecasting to optimize financial performance.
  - Built strong relationships with customers, enhancing client loyalty and achieving an increase in repeat business.
- **Achievements:**
  - Opened 6 locations, achievements include onboarding over 80 team members with training in POS, CRM, upselling and sales techniques
  - Enhanced store performance, achieving regional recognition for excellence in customer service and operational management.