

# Joshua O'Brien

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**W** Portfolio

## PROFESSIONAL SUMMARY

Experienced Retail and Project Manager with a decade of commitment to employee development and leadership. My professional journey is characterized by a relentless pursuit of efficiency, as I adeptly address any operational inadequacies while fostering a diverse and talented team of emerging leaders. My passion thrives on the collective success of my team, igniting a relentless drive for excellence.

## PROFESSIONAL EXPERIENCE

### September 2021 – July 2023

Geek Squad Manager – Best Buy – Dublin, OH

- Managed a large \$85 million store, overseeing the PC repair business and the car installation division plus the floor on Total Tech rollout.
- Led and trained district as well as store teams, equipping them with the knowledge and skills needed to achieve goals and reach their full potential.
- Provided client education and support regarding company policies when issues arose. Reported only to the Micro Market Director.

### September 2020 – September 2021

Operations Supervisor – Best Buy – Dublin, OH

- Oversaw everything that came into the store including product, all money transactions, transfers, truck scheduling.
- Manager Issues – Worked with clients to create a solution and fix larger issues.
- Ran day to day business and filled in for GM when they were on vacation.

### October 2011 – September 2020

Project Manager – Best Buy – Eastern USA

- Traveled the United States managing multimillion dollar remodels. Organizing electricians, contractors, flooring, paint, etc. to hit target dates and goals. Also developed and a team of my own.
- I worked with countless retail leaders to run the business during the project. Helped with sales goals and targets during this work to support during construction and lower staffing in store.

## EDUCATION

### OSU Coding Certificate / Path to Associates

October 2022 - Current

Columbus, OH

Studying object-oriented full stack web development with a focus on the MERN stack.

## Business Accolades

- Best Buy Top 50 store 2022 (Achievers)
  - Collaborated with peers and developed employees to hit goals to achieve yearly reward. First time location earned title since 2012.
- Project Manager / Team years 17, 19
  - Multiple projects finished under budget saving the company an estimated \$7.5 million.
  - Store locations lost 0 estimated business profits while project was implemented at their location.

## TECHNICAL SKILLS

- Understanding market trends
- Leadership
- Power BI
- PC Repair / Network Setup
- Crypto API Integration

## LEADERSHIP SKILLS

- Sales and Negotiation
- Quick Adaptability and Development
- Goal Rotated Metrics
- Business Admin including Teams, Office, Excel, etc.
- Listening and understanding