

# JOSHUA SURRIDGE

4617 E Cypress  
Phoenix, Arizona, 85008

## WORK EXPERIENCE

### CARVANA LLC, TEMPE, AZ

Team Lead, February 2018 – Current

- Manage upwards of 45+ employees' development, time cards, and tracking KPIs
- Awarded Most Valuable Leader for having highest performing team two straight quarters
- Managing trades team that is seeing 350% Year-Over-Year growth
- Reviewing data with Directors multiple times per month to determine staffing model
- Worked with engineering, product, and customer service management on multiple issues
- Initiated and managed across state registration project with multiple directors
- Created numerous policies and procedures to verify each vehicle title

### COSTCO WHOLESALE, PHOENIX, AZ

Front End Seasonal/Backup Food Court/ Deli Supervisor, April 2015 – February 2018

- Establish and implement policies, goals, objectives, and procedures for the department
- Manage upwards of 20+ employee schedules and adjust payroll hours
- Establishing interpersonal relationships with employees and members
- Responsible for employee time-management to achieve established company goals
- Responsible for maintaining high standards in delivering customer satisfaction
- Motivating employees through support and guidance
- Interacting with customers, handling complaints, and general assistance
- Enforce safety, health, and security standards
- Monitored employee productivity benchmarks per corporate policy and goals
- Tracked numerous KPIs to ensure the business met standards

### COSTCO WHOLESALE, PHOENIX, AZ

Food Court April 2011 – 2015

- Worked in Food Court responsible for serving public
- Responsible for inventory management
- Experienced the highest sales increase in the region during my supervision

## EDUCATION

### GRAND CANYON UNIVERSITY, PHOENIX, AZ

Bachelors of Science in Business Management, Dec 2015

- GPA 3.95
- Graduated with honors
- Initiated student led coffee shop idea which saves GCU three-quarters of a million dollars annually

## ADDITIONAL SKILLS

- Proficient in Excel, Word, PowerPoint, AS400 system
- Experience with Salesforce, Tableau, SQL, and Workday

## VOLUNTEERING

- Led and participated in four trips to various countries providing assistance through construction labor
- Participated in local outreach with GCU volunteering
- Worked with organizations around the state such as Feed My Starving Children

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