JOSHUA TREADWAY

PROFESSIONAL SUMMARY

Accomplished management professional with 14 years of career progression in retail and telecommunication operations. Highly skilled in improving throughput and streamlining operations through continuous process improvement and cross-functional collaboration. Motivated to learn, grow and excel in IT industry with a clear understanding of computer systems and networking backed by training in Information Technology.

WORK HISTORY

Operations Lead, 03/2019 to Current
Dick's Sporting Goods - Hilliard, OH

- Works with software development team on reported errors with newly released software and assists in deployment of released fixes
- Explains technical information in clear terms to non-technical individuals to promote better understanding
- Assesses system hardware and software and suggests modifications to reduce lag time and improve overall speed
- Supervises freight flow processing including shipping/receiving, transfers, RTV's, claim processing, and misdirected freight processing
- Assists store management with general supervision in accordance with company policies and procedures including store opening and front end coverage as assigned
- Supervises operations team to ensure acceptable standards are maintained
- Compliance with loss prevention standards and audit requirements
- Performs all duties of Operations Associate

Operations Associate, 02/2018 to 03/2019
Dick's Sporting Goods - Hilliard, OH

- Assisted with unloading of trucks and processing of freight
- Maintained cleanliness and organization of all store areas
- Adhered to all safety policies and procedures
- Performed daily Omni-Channel tasks including Ship-from-Store (SFS) and Buy Online Pick-up In-Store (BOPIS) processes
- Participated in loss prevention procedures related to Omni-Channel processes
- Cross-trained in other departments including footwear, lodge, golf, and apparel

CONTACT

Address: Dublin, OH 43016
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SKILLS

- Networks
- Microsoft Office
- System upgrades
- Hardware knowledge
- Troubleshooting and diagnostics
- Hardware installation
- Telecommunications
- Effective leader
- Operations management
- Training and development

Regional Purchasing and Inventory Manager, 03 / 2011 to 12 / 2017

Cellular Sales - Charleston, SC

- Created help desk tickets, troubleshot and resolved desktop issues
- Configured hardware, devices and software to set up work stations for employees
- Worked with Corporate Headquarters evaluating system hardware and software and proposed modifications
- Responded to support requests from end users and walked individuals through basic troubleshooting tasks
- Helped streamline repair processes and update procedures for support action consistency
- Sourced vendors, negotiated prices and finalized contracts
- Purchased new products and oversaw inventory stocking and availability
- Maintained, tracked and reported regional inventory levels
- Maintained open communication and working relationships with vendors and inventory teams in all markets
- Coordinated distribution processes and return of eligible products via Vendor Suggested Returns (VSR) process
- Designed employee motivation strategies and contests

Verizon Sales Consultant, 07 / 2006 to 03 / 2011

Cellular Sales – Columbus, OH

- Implemented up-selling strategies such as recommending accessories and complementary purchases to boost revenue
- Offered each customer top-notch, personal service and polite technical support to increase sales and customer satisfaction
- Developed customized business technology solutions
- Refunded payments for returned items, processed exchanges, and offered store credit to achieve customer satisfaction

EDUCATION

Associate of Science, Computer and Information Sciences
Expected in 08/2020

Franklin University - Columbus, OH

- Majored in Information Technology
- Coursework in Database Management Systems, Management Information Systems, and Computer Networks: Switching, Routing, & Wans