

JOSHUA DUTSON

650.445.4228 | San Mateo, CA
www.joshuadutson.com | joshua.dutson@gmail.com

Professional Summary

Innovative and Results-Driven Operations/Sales/Retail Leader with nearly 20 years of progressive experience in multi-location retail, multi-million dollar and complex operations. Proven ability to drive KPIs, streamline staffing, open and grow new locations, and lead large teams across customer-focused and security environments. Adept in scheduling, recruiting, inventory control, and P&L management. Fluent in Spanish, with a strong command of operational systems and team development.

Core Skills

- Operations & Multi-Site Management
- Team Development & Mentorship
- Inventory & Profitability Control
- Luxury Retail Leadership - 16 Years
- Recruitment, Training & Workforce Planning
- Social Media Strategy
- Sales Strategy & KPI Optimization
- Client Engagement & Communication
- Bilingual: English / Spanish

Professional Experience

CLEAR – San Francisco Airport, CA

Assistant Operations Manager | 2023 – Present

- Lead sales & security ops at SFO, coaching 125+ Ambassadors for peak service/sales performance.
- Deliver coaching & feedback while ensuring compliance with non-solicitation sales policies.
- Drive \$10.75M revenue sales goal via strategic guidance & active floor support, on track to exceed.
- Boost member satisfaction above 88% benchmark through service & engagement, increased 10 pts.
- Oversee workforce planning, shift briefings, breaks & TSA compliance.
- Resolve issues & adjust member accounts, ensuring seamless service & reliability.

Road Runner Sports – San Carlos, CA

Senior Store Manager | 2021 – 2023

- Promoted to Sr. Store Manager in 7 months after launching flagship prototype store (2022).
- Pioneered Road Runner's first scalable retail model, now a blueprint for future stores.
- Led testing & rollout of operation systems, merchandising, and CX strategies with data insights.
- Exceeded KPIs, earning "Store of the Quarter" among 47 stores in first 5 months.
- Expanded role to oversee 2 locations, driving sales, team, and operations excellence.
- Scaled prototype model, converting strategies into measurable performance gains.

Nordstrom – Walnut Creek, CA

Designer Department Manager | 2006 – 2021

- From Sales to Asst. to Dept. Manager, ultimately oversaw \$15M with 4 luxury depts. & 2 boutiques.
- Led 45 staff in sales, cashier & stock roles, driving operation excellence & service experience.
- Directed Brunello Cucinelli boutique operations, aligning with New York HQ on luxury standards.
- Analyzed sell-through to guide merchandising, retain & optimize inventory, and maximize revenue.
- Awarded "Dept. Manager of the Year" (2019) for top divisional growth.
- Leveraged Instagram through sales associates to engage luxury clients, boost traffic & drive sales.

Bay Alarm – Anaheim, CA

Commercial Sales Representative | 2002 – 2005

- Promoted to Commercial Sales within 3 mos. after excelling in client support and exceeding targets.
- Managed complex security projects, including a \$225K fire alarm upgrade for a school district.
- Delivered tailored security solutions to commercial clients, ensuring compliance and satisfaction.
- Built strong B2B sales foundation after transitioning from direct-to-consumer
- Developed client relationships through consultative support eventually leading to future sales.
- Drove growth in a competitive market with solution-based selling and excellent client service.

Road Runner Sports – San Diego, CA

Catalog Sales Representative | 2000 – 2002

- Handled high-volume inbound calls, processing catalog orders and memberships.
- Delivered expert product knowledge in athletic gear, footwear, and apparel.
- Consistently ranked top five in monthly membership sales.
- Earned “Top Sales Performer of the Month” twice for outstanding results.
- Boosted revenue by upselling complementary products to enhance orders.
- Maintained speed and accuracy in order processing while ensuring quality service.

Education

Mira Mesa High School, San Diego, CA — High School Diploma, 1997