

JOSHUA DUTSON

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Professional Summary

Dynamic and results-driven Operations Leader with nearly 20 years of progressive experience in multi-location retail, sales management, and operations oversight. 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

- Multi-Site Operations Management
- Team Leadership & Development
- KPI & Performance Optimization
- Scheduling & Workforce Planning
- Inventory & Profit Margin Control
- Recruitment & Staff Training
- Sales Strategy & Execution

Professional Experience

CLEAR – San Francisco Airport, CA

Assistant Operations Manager | 2023 – Present

- Direct daily security and sales operations at SFO, managing 125+ sales and service staff.
- Increased team Q1 2025 KPIs by 10%, leading to company's largest team bonus payout.
- Oversees scheduling, staffing, and ensures compliance with safety and security standards.

Road Runner Sports – San Carlos, CA

Senior Store Manager | 2021 – 2023

- Opened and led the company's first new retail store in years.
- Achieved "Store of the Second Quarter" 2022 recognition.
- Promoted to manage a second store within 7 months, optimizing team and sales performance.

Nordstrom – Walnut Creek, CA

Designer Department Manager | 2006 – 2021

- Managed four luxury departments generating \$15M annually with 45 employees.
- Earned "Department Manager of the Year" for highest volume increase in 2019.
- Led inventory, staffing, client experience, and acted as regional rep for remote sales initiatives.

Bay Alarm – Anaheim, CA

Commercial Sales Representative | 2002 – 2005

- Promoted within 3 months to commercial sales; exceeded sales targets regularly.
- Delivered custom security and safety solutions to commercial clients.

Road Runner Sports – San Diego, CA

Catalog Sales Representative | 2000 – 2002

- Managed high-volume inbound sales calls and promoted product upsells.
- Consistently exceeded sales goals and provided top-tier customer service.

Education

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