

Josh Towner

Studio Technician, Retail Manager, Sales and Customer Service

PROFILE

Motivated and versatile professional with extensive experience in retail management and the motion picture industry. Expertise in operations, team leadership, and performance optimization with a strong focus on delivering results. Adept at managing high-pressure environments and implementing innovative solutions to drive efficiency and excellence. Seeking to contribute proven skills to an organization focused on growth and innovation.

EXPERIENCE

Grip/Studio Technician, Motion Picture Industry, Los Angeles,CA — 2015-2024

- Specialized in lighting and set construction, executing projects in high-pressure, fast-paced environments.
- Operated and maintained heavy equipment, including forklifts, cranes, scissor lifts, and trusses, ensuring safety and precision.
- Fulfilled “Best Boy” responsibilities, managing timecards, equipment inventory, budgets, and serving as the liaison between studios and production companies.

Crafts Service, Motion Picture Industry, Los Angeles,CA — 2015-2024

- Curated appealing and functional snack, meal, and beverage displays for production teams.
- Forecasted budgets, managed inventory, and coordinated with vendors to meet production needs efficiently.
- Ensured accurate accounting through purchase orders and corporate credit cards while maintaining detailed timecard records.

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Services Manager, Best Buy/Geek Squad, Oxnard,CA — 2013-2015

- Led the service department, overseeing operations in delivery, in-home setups, computer repair, and car audio installation, ensuring a seamless customer experience.
- Managed daily store functions including key holder responsibilities, opening and closing procedures, cash handling, staff evaluations, and schedule forecasting.
- Analyzed internal metrics on customer satisfaction, sales performance, and financial statements to develop strategies for improvement and team performance enhancement.
- Developed and implemented a sales tracking tool in Excel, which was adopted across a district of 13 stores in Southern California for its success in driving performance.
- Provided coaching and guidance to team members, fostering a culture of excellence and meeting performance targets.

Operations Manager, Best Buy, Oxnard,CA — 2006-2013

- Supervised customer-facing areas including the Customer Service Desk, Checkout, and Online Pickup, ensuring adherence to company standards and achievement of key performance indicators.
- Collaborated with District Leadership to implement a new operating model, successfully training and supporting staff throughout the transition process.
- Recognized with a special stock option award for demonstrating effective loss prevention strategies and reducing operational costs.

EDUCATION

Ventura High School 2006

KEY SKILLS

- Results-driven approach to process improvement, data analysis, and strategy development.
- Proven leadership with a track record of coaching and developing high-performing teams.
- Strong operational expertise in managing inventory, budgets, and compliance in high-pressure environments.
- Proficiency in utilizing metrics and tools to enhance performance and drive business growth.