

JOSHUA SMITH

Over 20 years of retail sales & management experience. Award-winning individual contributor in sales. Peer leader as a manager. Data enthusiast. World-class fantasy sports player. Husband. Father.

EDUCATION

A.S. DEGREE

Communications

Tri-County Technical College
Graduated in 2009

B.S. DEGREE

Cybersecurity

Western Governor's University
Continuing Education

SKILLS

Technical Skills

Web Design
Excel, PowerBi, SQL
Python/R
Windows/Linux/macOS

Soft Skills

Conflict Resolution
Sales/Communication
Team Building
Time Management

NOTABLE ACHIEVEMENTS

3x World Championship Live Finalist DFS

NFL, NCAA Football, and NBA world championship qualifiers. FanDuel and DraftKings.

Self-Hosted Web Server

Server running in my Bonus Room closet has had better than 99% uptime for over 2 years.

PROFESSIONAL EXPERIENCE

AUG 2021 - PRESENT | BEST BUY | TN/AL/KY

Consult & Design Manager

- Responsible for entire omnichannel sales cycle experience. 8 direct reports, 12 indirect.
- Recruit, hire, train, promote, and discharge employees. Train to sell complex technical solutions confidently and effectively.
- Part of territory level taskforce charged with gaining buy-in from key stakeholders and mentoring peers.
- Developed custom performance dashboard used across entire territory for performance management.

AUG 2019 - AUG 2021 | BEST BUY | KNOXVILLE, TENNESSEE

Specialty Sales Manager

- Full P&L responsibility for Magnolia Design Center, a specialty premium A/V arm of Best Buy with over \$15 million in annual sales from our location.
- In addition to sales responsibilities, also in charge of inventory management and back office tasks.
- Proposed and executed plan to hire seller in underserved Charlotte market that reported to me in Knoxville. Successful test resulted in nationwide rollout.

AUG 2015 - AUG 2019 | BEST BUY | KNOXVILLE, TENNESSEE

Sr. System Designer / Sales Manager

- Achieved 2x President's Club as individual performer
- Assisted Specialty Sales Manager with training new employees
- Used CRM software to manage book of business across 6 states with over \$1.5 million in annual sales.

JUN 2011 - AUG 2015 | BEST BUY | KNOXVILLE, TENNESSEE

Home Entertainment Advisor / MHT SD

- Part of the initial rollout of the in-home consultation program for Best Buy.
- Helped create business rhythms for this position and trained new employees.
- Consistent top-level performer amongst peers, regularly recognized for exceptional results.
- Increased revenue per transaction by more than quadruple vs. in-store sales and improved baskets and solutions.

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ORGANIZATIONS

2018 - 2021

Circle Modern Dance

Served on the Board of Directors for Circle Modern Dance, a non-profit dance company based out of Knoxville, TN, from 2018 to 2021. During this time, I held titled roles of Secretary and Treasurer.

2024 - PRESENT

Knoxville Entrepreneur Center

Part of the WordPress Knoxville group and actively participating in Knoxville entrepreneurial networking events.

AWARDS & RECOGNITION

2016 & 2017

President's Club - Magnolia Audio Video

2009 & 2010

Brad Anderson Legacy Stock Award

TESTIMONIALS

"If I could go to a random city and open a new Best Buy with a whole bunch of Josh Smiths, we'd be the best store in the company. You represent the best of what our company has to offer."

—Bill, *Best Buy Executive*

"Working under Josh was an unparalleled experience that set the gold standard for leadership."

—Will, *Direct Report*

EXPERIENCE CONTINUED

DEC 2009 - JUN 2011 | BEST BUY | KNOXVILLE, TENNESSEE

Magnolia Home Theater Supervisor

- Responsible, under the direction of the assistant manager team, for ensuring the success of the Magnolia Home Theater Department
- Train New Employees in demonstration and sales techniques
- Sell (player coach) and maintain department functionality, look, and feel.

MAY 2007 - DEC 2009 | BEST BUY | ANDERSON, SOUTH CAROLINA

Business Technology Professional

- This job was created after a restructure eliminated my position. I proposed an idea and was allowed to run with it, completely unique and unprecedented.
- Attended local chamber of commerce, school board, and home builders association meetings to network with local businesses and establish Best Buy as a resource for them.
- Turned a job loss situation into a new proof of concept position, won stock awards two consecutive years for unique contributions to the company, and laid a foundation for business-to-business sales for the organization.

APR 2005 - MAY 2007 | BEST BUY | KNOXVILLE, TENNESSEE

Magnolia Home Theater Pro

- Part of initial wave of nationwide Magnolia Home Theater rollout.
- Top performing salesperson month after month, even compared to more experienced peers.
- Invited to teach "Art of the Demo" to my peers at national conference in Orlando, Florida.

OCT 2004 - APR 2005 | BEST BUY | KNOXVILLE, TENNESSEE

Part-time Seasonal Media Associate

- Hired temporarily as seasonal help.
- Led the market in attach rate/baskets in video game department.
- Talent was quickly recognized and I was repositioned to bigger impact area and given permanent position.