JOSHUA EDGECOMB

Miami, FL | hello@joshuaedgecomb.com | linkedin.com/in/joshua-edgecomb

Operations leader with 15+ years launching multi-site operations, building quality and process improvement programs from the ground up, and applying AI to real operational problems. Bridges what the operation needs with what agentic tooling can do, specifying the problem and building the solution.

EXPERIENCE

Avantive Solutions — 2026 – Present

Director of Operational Excellence · Miami, FL (Remote) — 2026 – Present

- Lead 7 programs and 1,000+ staff at 3 locations, with teams in the US, Mexico, and India, alongside the COO and Chief AI Officer.

Global Callcenter Solutions — 2010 – 2026

Senior Director of Operations · Miami, FL — 2022 – 2026

- Total responsibility for operations across multiple sites supporting 400+ staff on a Fortune 500 program: performance, quality, staffing, reporting, and technology.
- Built an AI quality scoring pipeline using local LLMs to evaluate call transcripts against a structured rubric of quality and compliance metrics, moving QA from small-sample review toward full-population coverage.
- Operated an AI-assisted development pipeline pairing planning models with agentic coding agents behind a human approval gate, shipping production tools on a fraction of the usual timeline.
- Owned quality strategy end to end: scorecard design, calibration, compliance monitoring, root cause analysis, and the coaching frameworks that turn findings into behavior change that drives sales.

Director of Nearshore Development · Dominican Republic — 2017 – 2022

- Launched and scaled new sites and programs from the ground up across the Dominican Republic and Belize: site readiness, hiring, training, process design, technology, and ramp up to steady state.
- Built and standardized the SOPs, quality frameworks, and training curriculum every new site ran on.
- Drove process improvement across sites, identifying efficiency gaps and leading initiatives that improved KPI attainment, quality, and customer experience within budget.

Sales Manager · Pueblo, CO — 2016 – 2017

- Led a sales organization against conversion and revenue targets, coaching reps on engagement technique and quality standards.

Senior Quality Assurance Manager · Pueblo, CO — 2014 – 2016

- Built and owned the QA function from the ground up: scoring methodology, calibration process, documentation standards, and coaching programs.
- Spearheaded organization-wide NPS tracking, improving the consistency and actionability of customer feedback used by leadership to drive process decisions.

SELECTED AI & TECHNICAL BUILDS

- **AI Quality Scoring Pipeline** Local LLM system scoring call transcripts against a structured quality and compliance rubric. Speaker detection, two-pass scoring architecture, structured output feeding coaching workflows. Self-hosted via Ollama.
- **Agentic Development Pipeline** Issue tracking, AI planning models for scoping, and agentic coding agents for execution behind a human approval gate. Ships and maintains production tools.
- **Performance Analytics Platform** React analytics app tracking KPI attainment with supervisor and agent drilldowns, attainment tiers, and pacing views. Replaced manual reporting cycles.

SKILLS

AI APPLICATION
Local LLM deployment (Ollama, Qwen, Gemma) on self-hosted GPU, prompt and rubric design, agentic coding workflows.

QUALITY & COMPLIANCE
QA program design from scratch, scorecard and rubric development, calibration, compliance monitoring, coaching frameworks.

PROCESS IMPROVEMENT
Workflow redesign, SOP development, manual effort reduction, standardization, Six Sigma (basic), change management.

SITE & PROGRAM LAUNCH
New site standup, hiring, training curriculum, technology implementation, ramp planning, post-launch stabilization.

ANALYTICS & TOOLING
React, HTML, Chart.js, KPI system design, forecasting and variance analysis, Excel (advanced), Power BI, SQL.

LEADERSHIP
Multi-site team leadership, manager and supervisor development, QBRs and RFIs, executive and client stakeholders.

EDUCATION

Colorado State University, Pueblo, CO

Bachelor of Arts, English · minor in Professional Writing — May 2010

Bachelor of Arts, Mass Communication · minor in Journalism — August 2011