

Joshua Sarver

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PROFESSIONAL SUMMARY

Senior operations leader with extensive experience managing high-volume, customer-facing businesses and delivering consistent financial and operational results. Oversees New York City café operations with multimillion-dollar annual revenue, full P&L ownership, workforce planning, and performance management across teams of up to 20 employees. Frequently trusted to step in across markets to stabilize teams and operations during periods of transition. Complements operational leadership with an active creative practice as a visual artist and game designer producing system-based work for major organizations, digital platforms, and original projects.

CORE SKILLS

Operations & Performance Management · P&L Ownership & Financial Controls · Workforce Planning & Hiring
Customer Experience & Relationship Management · Cross-Market Leadership & Crisis Stabilization
Inventory, Ordering & SAP Invoicing · Visual Design & Systems-Based Creative Work · Project Execution

PROFESSIONAL EXPERIENCE

La Colombe Coffee Roasters — New York City

Café Manager — SoHo | June 2025 – Present

- Lead operations of a high-volume café generating ~\$1.5M in annual revenue and 900–1,000 daily transactions
- Reassigned to stabilize operations and staff during a period of team disruption
- Manage scheduling, labor controls, and team performance for a staff of ~12

Café Manager — NoHo | November 2019 – June 2025

- Managed the company's highest-volume café, generating ~\$3M annually, with 1,200+ daily transactions
- Held full responsibility for P&L, labor planning, inventory, ordering, and SAP invoicing
- Led hiring, onboarding, performance evaluations, and terminations for 16-19 employees
- Trained and mentored assistant managers who advanced into café manager roles
- Recipient of the "One Dove Manager" Award (Q1 2023) for performance and leadership
- Frequently deployed to support cafés across NYC, Philadelphia, and Chicago during periods of transition

Team Lead / Lead Barista — NoHo | June 2017 – November 2019

- Senior floor leader in a high-volume service environment; supported staff training and daily execution

CREATIVE & INDEPENDENT WORK

Visual Artist & Game Designer | 2020 – Present

- Commissioned to produce 33 team-specific illustrations for the NFL's 2020 draft event in Las Vegas (December 2019 – January 2020)
- Produced 24 player-specific visual assets for a video-game inspired playoff campaign for the NBA's Brooklyn Nets (March 2022)
- Ongoing freelance work creating [illustrated map assets](#) for tabletop role-playing games (2022 – Present)
- Created 68 character illustrations across three digital game modules ([House Divided](#), [Demon Queen Awakens](#), [Ember](#)) for Foundry Virtual Tabletop (2024 – early 2025)
- Creator and designer of an original game project (Woe Reigns Unending) launched on [Steam](#) with an accompanying [Kickstarter](#) campaign (2025 – Present)

EDUCATION

BFA, Visual Communication & Illustration

Columbus College of Art & Design