

Acting Out

If Joshua Aponte looks familiar, it's for one of a couple reasons—maybe you work side by side with him at the East Haven, CT location or you saw him in KMX 90 in “Under the Hood”. If that's not it, it could be because you saw him in Times Square performing on stage or you remember him as “that guy from that commercial.” When he's not bustling around his store helping customers, Josh is auditioning for Hollywood productions, independent projects and even Netflix. He tells us that his “background in performance is extensive and goes as far back as his childhood.” He started with stage work and progressed to TV, commercials, and film.

Now, you might be wondering, “How does an actor end up as a Sales Consultant with CarMax?” “After pursuing a degree for Bachelor Fine Arts in New York City at Marymount Manhattan College, I knew I wanted to return home to Connecticut to grow even further. I craved a job that would be challenging, but also fun at the same time to compliment my career,” he says. Josh remembers explaining his need for flexibility in his final interview with his LGM. His LGM assured him that flexibility is a cornerstone of the CarMax culture.

After two years with the company, Josh would snag his next big role, Jump Team member. “When my LGM asked if I was interested in being a part of the Jump Team to assist the new call center in Arizona, I couldn't help but be excited by the thought of the adventure,” he recalls. “I would get to participate in this change at a different level. Not only would I get to appreciate and experience the ins and outs of CarMax at the store level but go a step further to see with my own eyes and ears this new process and assist as a mentor to make it better.”

Josh says when he arrived at the Phoenix CEC he was in awe of this new adventure CarMax had taken him on. He remembers seeing those yellow bows adorning the walls of the halls, photos of customers at various stages of their journey in buying that new car, but the productivity center was really what caught his eye. “One day, we were introduced to the productivity center showing the hundreds of leads in the queue and the statuses of every associate working. As the phones were buzzing, keyboards clicking and voices echoing I stood in awe at the size and magnitude of CarMax,” he goes on to say, “While answering as many questions as possible, I had the opportunity to listen to phone calls and talk directly to associates for more immediate feedback. Explaining how to work through the calls and what behaviors to utilize in certain circumstances. It was a beautiful reminder of how my experience at CarMax covers a wide array of situations and how my experience could be of great use.”

Josh says he left Arizona “seeing the beauty of what CarMax is creating for its future.”