**KENNETH R. MILLER**

**618 60th Street, SE Unit B Everett, WA 98203 (425) 377-5306 krmiller2000@hotmail.com**

**PROFILE**

Dynamic, results oriented manager with proven technical, customer service, and administrative skills. A true professional who undertakes challenging and complex assignments while meeting tight deadlines and delivering superior results. Thrives in an environment which demands strong organizational, technical, and interpersonal skills. Trustworthy, ethical, and discreet - committed to delivering world-class customer service to both internal and external customers.

|  |  |  |
| --- | --- | --- |
| * Outstanding Managerial Skills | * Project Management/ Coordination | * Expert Customer Service |
| * Microsoft Office | * Microsoft Windows | * Computer Operations |
| * Word Processing/Data Entry | * Office Equipment Operation | * Filing and Data Archiving |
| * Superb Telephone Skills | * Typing 60 WPM |  |

**PROFESSIONAL EXPERIENCE**

**Night Operations Department Supervisor Feb 2021 – Present**

**Lowes Home Improvement**

* Managed an operational team of seven associates in a fast paced, high-volume retail setting to deliver the best possible customer experience. This included coaching and mentoring, delegating, daily follow-up, and performance management.
* Ensured that each team member was trained in their duties of providing high quality customer service, stocking and storing all inbound product, and maintaining a safe working environment for both customers and other associates throughout the store.
* Collaborated with front end and back end supervisors and associates to ensure implementation of all non-selling operations, facilitating the stores ability to provide a superior shopping experience which resulted in maximized sales and profitability.

**F1 Consultancy**, **Redmond, Washington** **Sep 2015 – Mar 2020**

**Technical Lab Manager/Project Coordinator**

* Successfully developed a key role which produced tangible and measurable results by increased testing, validation, accountability, and logistical management for many types of defective pieces of equipment, including switches, laptops, and other electronic devices, that either needed repair or replacement. Significantly reduced the overall turnaround time, working with multiple national and international vendors, to ensure successful resolution in order to maintain equipment inventories and meet all operational deadlines.
* Managed the testing and troubleshooting for an inventory of over $3,000,000 in network and other technical equipment which was deployed to multiple major Microsoft, Xbox, and Google corporate events worldwide.
* As Project Coordinator, was directly responsible for managing the technology/IT needs for multiple St. Jude/ALSAC onsite and remote fundraising events. Conducted site visits to venues nationwide to determine internet capabilities and technology needs in order to support these critical events.
* Acted as direct liaison between clients and venues to ensure that required technology was in place and that all components ran smoothly from start to finish.
* Ensured that equipment was tested and functional before delivery to venues. Managed all logistics to ensure that equipment was onsite prior to event and provided remote technical assistance to end users.

**The Home Depot**, **Snohomish, Washington** **Apr 2006 – Mar 2015**

**Department Supervisor**

* Supervised five retail and operational departments with over 35 associates.
* Personally mentored and trained six associates which resulted in their promotions within various departments.
* Fostered an environment that instilled the highest qualities of customer service; continuous high marks in customer satisfaction surveys.
* Consistently exceeded projected sales plans with four consecutive years of growth by five percent or more totaling over $4,000,000.

**Copiers Northwest, Seattle, Washington** **Jan 2006 – Apr 2006**

**Account Representative**

* Flawlessly managed an account base of over 250 local customers ranging in size from small businesses to large corporations.
* Personally oversaw all orders, providing accurate order input, prompt delivery, and follow up with customers in order to ensure that all orders were completed in a timely and expeditious manner.

**IKON Office Solutions, Bellevue, Washington Dec 2002 – Jan 2005/Jun 2005 – Jan 2006**

**Major Accounts Supply Sales Representative**

* Expertly managed a Western regional account base of over 500 customers consisting of several large corporations, small businesses, and multiple school districts up and down the West coast.
* Efficiently analyzed customer data to provide sensible and cost-effective solutions for customers to ensure that supplies and equipment matched or were below budgetary constraints.

**Print Inc., Kirkland, Washington Jan 2005 – May 2005**

**Supply Representative/Analyst**

* Superior support for a national customer database totaling over 700 accounts providing supplies and equipment based upon individual customer needs; managed the entire process from order to delivery.

**ClearMedical, Bellevue, Washington Jul 2001 – Jun 2002**

**Executive/Administrative Assistant**

* Instrumental in providing superior executive and administrative assistance for four executives and 30 employees in a fast-paced and emerging medical device reprocessing organization.
* Managed Executive’s daily and weekly schedules, prepared Executive Board, Board of Directors, Professional Advisory Board, and sales meetings guaranteeing that all administrative and logistical requirements were complete.

**Washington Energy Services, Seattle, Washington Feb 2001 – Jun 2001**

**Lead Scheduler/Dispatcher**

* Managed the scheduling for 12 HVAC technicians throughout the Puget Sound region. Personally communicated the schedules to each technician to ensure that each customer call was handled promptly and professionally.

**Vanteon, Redmond, Washington Sep 2000 – Jan 2001**

**Administrative Sales Assistant**

* Key-player in delivering administrative services for three sales representatives and 40 software developers.
* Assisted in scheduling and set-up of sales presentations.

**United States Navy/Naval Reserve Jun 1987 – Sep 2000/Dec 2007 – Oct 2013**

**Executive/Administrative Assistant**

**Heavy Equipment Operator**

* Professionally managed four fast-paced administrative offices. Directly responsible for all administrative services including correspondence, filing, travel arrangements, pay and personnel issues, maintenance of records.
* Routinely communicated with officials from Department of Defense, Department of the Navy, and upper echelons within the United States Pacific Fleet regarding operations and administration.

**EDUCATION**

**Everett Community College Jan 2007 – Dec 2009/Mar 2015 – Mar 2016 GPA 3.73**

**Everett, Washington**

* Computer Information Science/IT - MTA & Cisco Certifications
* History/Liberal Arts

**University of Phoenix Feb 2006 – Aug 2006 GPA 3.5**

**Mountlake Terrace, Washington**

* Business Administration

**PROFESSIONAL CERTIFICATIONS**

* Microsoft Technology Associate 98-366, Networking Fundamentals, Everett Aug 2015

Community College

* Microsoft Technology Associate 98-349, Windows 7 Operating System, Everett May 2015

Community College

* Healthcare Risk Management, Everett Community College Dec 2009
* Computer-Peripheral-Equipment Operator, U.S. Navy/U.S. Dept. of Labor Sep 1996