

Matthew R. Miller

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Dynamic, collaborative, audio engineer and retail sales & support leader who delivers value through building strong working relationships while providing exceptional customer experience and service.

- Successful direct and retail sales experience
- Recognized strengths in problem-solving, account maintenance, sales staff support, and retail management
- Proactive strategy, planning and implementation skills (I get things done!)
- Knowledge and understanding of software and computer maintenance
- Great communication skills with a history of excellent customer service and positive feedback as it relates to building relationships, trust and credibility
- Creative, detail-oriented and focused on providing the best product and experience for the customer

Dillards, West Des Moines, IA • September 2016 --- Present

Logistics and Support Manager

- Deliver frequent, high priority business value through:
 - Leading, scheduling and training all store support staff (team of 14+)
 - Processing all shipping and receiving for the West Des Moines/Jordan Creek store
 - Troubleshooting and maintaining all store computers, IT systems and security cameras
 - Managing the procurement of all store supplies, chemicals and equipment
 - Providing general maintenance and housekeeping services throughout the store

Guitar Center, West Des Moines, IA • February 2012 --- September 2016

Customer Service Manager

- Managed, scheduled and trained sales staff
- Processed store deposits, shipments and daily detail reports
- Hosted monthly coaching sessions with employees to further success
- Created a wonderful customer experience by playing music and having fun while showcasing instruments and audio/sound equipment

Lead Customer Service Associate

- Drove sales on the sales floor/interacted with customers—was often the lead salesperson
- Assisted Sales Associates with everyday store functions and customer support
- Opened and/or closed the store on a daily basis

Screenscapes Studios, West Des Moines, IA • Fall 2011

Intern—Audio/Visual Production Services

Freelance Audio Engineer, West Des Moines, IA • February 2012 --- Present

- Recording, mixing, and producing music for local bands and artists
- Sound system design and installation
- Audio consultant for small businesses, corporate marketing departments, or independent bands and artists

Kansas City Kansas Community College, Kansas City, Kansas • December 2011

Associates Degree in Audio Engineering

Student Athlete, Soccer Scholarship, KCKCC Men's Soccer

Member, Audio Engineering Society, KCKCC Chapter