***Julie Miller***

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Tigard, OR 97223

503.453.5666

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***Experienced Sales and Training Manager***

***QUALIFICATIONS:***

* 20+ years experience in sales and development
* Effective behavioral coaching skills
* Multi-location experience
* Visual merchandising expertise
* Recruiting and interviewing
* P&L management
* Account development and management
* Operations management

***EXPERIENCE:***

06/2011-12/2011 **Netflix**  Hillsboro, OR

*Customer Service Supervisor 3*

* Coached and developed team of up to 20 Customer Service Representatives
* Analyzed data in order to develop and implement action plans
* Meet or exceed call center targets for efficiency and customer satisfaction
* Oversee operations of call center facility
* Development of Supervisor 1 and 2’s
* Identify needs for improvement and facilitate focus groups
* Worked closely with training group to identify teaching gaps in current curriculum

04/2003 – 06/2011 **T-Mobile USA** Portland, OR

*Retail Training Store Manager*

* Organized and facilitated new employee orientation for all external hires (18 stores)
* Connect with Retail host trainer (1-3 day sales experience training for director level and above executives)
* Participated in redesign and deployment of NEO/First Connect and Connect with Retail programs
* Interim Market Manager overseeing 9 retail locations
* Multiple location management
* Met or exceeded key metrics in sales and service
* People development including next-level promotion
* Key role in all recruiting and staffing for market stores, including coordinating and facilitating job fairs
* Facilitated sales training classes including Delivering Customer Delight and Data 101
* Managed all operational aspects of retail location

08/2001 - 04/2003 **Verizon Wireless** Portland, Or

*Indirect District Sales Manager*

* Managed training and distribution efforts of over 350 indirect dealer sites in Oregon and SW Washington
* Increased sales and key metrics by over 15% to plan and 23% year over year
* Created and maintained relationships with key business owners and executives
* Developed and implemented market growth plan to expand “doors” by 10%

07/1997 – 08/2001 **AirTouch Cellular/Verizon Wireless** Portland, OR

*Retail Sales Manager/Adjunct Faculty Trainer*

* Oversaw all aspects of running multiple retail locations
* Increased sales year over year for 3 consecutive years
* Developed a sales and service focused team of 10 associates
* Responsible for developing and implementing a sales training class for all retail sales employee within the Oregon/SW Washington market
* Trained new hires

**Prior Employment**

**VoiceStream Wireless** Cellular Provider (1996-1997) Store Manager

**Gymboree** National Children’s Retailer (1991-1996) Training Store Manager

**Extra Space** Home Organization (1991) Assistant Store Manager

**Chess King** Men’s Retailer (1987-1991) Training Store Manager

***EDUCATION:***

Ongoing **Portland Community College**

Business Administration and Management

Psychology and Sociology