

# Johnny Millis

## Human Resources Manager

Greenwood, SC - Email me on Indeed: [indeed.com/r/Johnny-Millis/51dcab3af78b0dc6](https://www.indeed.com/r/Johnny-Millis/51dcab3af78b0dc6)

### WORK EXPERIENCE

#### Human Resources Manager

Carolina Health Centers, Inc - Greenwood, SC - 2013 to Present

Administration of all interviewing, hiring and terminations of employment.

- Conduct documented counseling sessions with employees in need, due to job performance issues or for any who request my assistance.
- Oversee all employee insurance enrollments.
- Ensure that managers interact with their employees professionally and efficiently.
- Organization of all employee personnel files.
- Teach Customer Service training to front desk workers and pharmacy employees.
- Conduct all employee relations and complaints investigations and determine conclusive actions based upon the ending investigative results.
- Lead management team meetings where various topics are discussed concerning HR governed policies and procedures for the purpose of keeping management updated on the situational guidelines that mandate HR Consultation or involvement.

#### Human Resources Counselor/Outreach Manager

Walgreen's Distribution Center - Anderson, SC - 2006 to 2013

- Conducted Customer Service training to retail stores located within the same states as listed above.
- Served as the Outreach Manager which entailed the education of inclusion in workforces.
- As the Outreach Manager, I educated the senior management of companies such as Best Buy, Hershey, Lowes, Home Depot, Johnson & Johnson, and others on the benefits of inclusion and diversity through 2 week classes called "Inclusion University".
- Counseled employees with various cognitive and physical disabilities in effort of helping them obtain success in their employment with Walgreen's.
- Provided Rehab Engineering services for disabled employees, where I would create reasonable job accommodations for them to use as a tool of helping them perform the functions of their jobs.
- Interviewed, hired, & terminated employment.
- Served as Walgreen's Outreach motivational speaker throughout the country, at various conferences and events held by other companies. Achieved the highest survey ranked score ever seen after speaking at the 'SC Textiles Association's' annual meeting in 2009, amongst over 100 attendee submitted surveys.

#### Human Resources Career Consultant

Goodwill Industries - Greenville, SC - 2003 to 2006

Administered career counseling for employees of the company.

- Conducted public Customer Service classes, MS Office classes, classes on Obtaining Employment, & Soft Skill classes.
- Assisted the public with job searches by thorough training on professionalism and connecting them with employers who were in need of employees with the related skill sets of each client.
- Conducted job fairs out of my office building for companies such as UPS, Charter Cable, Wal-mart, BMW, Hilton and Embassy Suites, etc.
- Worked with clients who were on parole for the purpose of helping them become job ready.

## **Store Manager**

Blockbuster Music - Greenville, SC - 1997 to 2003

Managed between 35 to 45 employees out of 2 store locations.

- Administered employee scheduling, quarterly inventory audits, inventory control, loss prevention reports, book keeping, & corporate financial summary reports.
- Ensured that my stores were always in significant compliance with the corporate allotted budget.
- Provided excellent customer service to anyone who entered the store, regardless of their own demeanors.
- Handled all customer complaints and ensured that the resolution of each complaint, concluded with all attempts having been made that the customer leaves satisfied.
- Managed customer incentive plans and suggestive selling events and ensured that my employees were promoting and informing every customer of each plan and event. Out of the 2 stores that I managed, we never missed our expected quotas from any plan or event.
- Increased store sells by 23% through the continuous customer service training of all employees and setting their goals and expectations as higher than the standard. The philosophy that I instilled within my employees was that if we obtain a purchasing customer only once and the customer does not return in the future for their purchases then we failed in offering that customer effective customer service.
- Decreased inventory theft by a massive 38% through thorough employee training on how excellent customer service alone, vastly reduces customer theft and also trained them regarding customer behaviors that indicate signs of possible theft and the proper procedures of how witnessed customer theft, should be addressed.
- Achieved the award of store manager of the year in 1999 & 2000 and was honored with the company role model of the year award in 2002 due to the nomination of my own employees.

## **EDUCATION**

### **Associate**

J.L. Mann High School - Greenville, SC  
1998

## **SKILLS**

MS Office (Access, Excel, Word, PowerPoint, Publisher), AS400, STAR Inventory System, COBOL, Q Basic, Visual Basic, RPG, JAVA, C+, C++, C#, HTML, Dream Weaver, XNA, Adobe Flash programming, Oracle, Hogan, Visual Studio, Quick Books, CISCO Networking, etc.

## **ADDITIONAL INFORMATION**

### **Certificate**

Lander University- 2001  
Greenwood, SC

Computer Science - Visual Basic Specialist Certification, MS Office Certification

U.N.C TEACH Institution 2006

Chapel Hill, NC

HR Counseling, Behavioral Counseling, Cognitively Impaired Counseling Certifications

Walgreen's Corporate Academy 2006

Chicago, IL

LEAN, WERC, Logistics Analysis, TIM WOOD, TPS Certifications

