



Website: www.jmillercompany.com

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Objective

To assist individuals and organizations with their current or new business ventures to increase employee productivity and revenue generation

Certifications: City & Guilds Level 3 Internal Verifier, Assessor and Trainer, Corporate Trainer, Six Sigma White Belt, Lean Six Sigma White Belt, Project Management Essentials Certified, Board Certified Credit Consultant and Credit Score Consultant

Certificates: Hospitality and Tourism Management from Florida Atlantic University, Service Leadership for Supervisors from Florida International University, Bartender and Barista Training, Harvard Business Training in Hiring, Time Management, New Manager Transitions, Difficult Interactions, Writing Skills and Feedback Essentials, Financial Service Associate and University Admissions Training

Professional Background

Nassau, Bahamas

Kingdom Government Movement (2021) – Website Development

Websites: <https://www.kgmcareerinitiatives.org/> | <https://www.kgmbahamas.org/>

Bahamas Kidz Cab (2021) – Document Creation (New Application and Waivers)

Imperial Concierge (2021) – Logo and Business Plan

Writer's Paradigm (2021) – Logo and Website Development

Pink Petals (2020) – Logo

Precious Saints Christian Academy (2020) – Logo, Business Plan, Letterhead and Website Development

Website: <https://www.pscabahamas.org/>

Seven at The Pointe (2018-2020) – Business Plan, Employee Training and Website Development

Website: <https://www.sevenatthepointe.com/>

Jetline Simulation Bahamas (2019) – Marketing and Business Presentation Creation

Seven at The Pointe (Sept. 2018 – March 2020)

Nassau, Bahamas

Director of Operations (Pre-Opening and Opening Services)

- Responsible for the successful operation of Seven Amenities – Bar & Dining Lounge, Games Arcade, VIP Bowling Lanes, Sports VR Simulator, Billiards, Movie Theatre and Karaoke Lounge/Event Space
- Create and Manage Company Website, Social Media Pages (Instagram and Facebook), Google Business Page and TripAdvisor Page
- Execute Marketing strategies that resulted in The Company moving from a 21st to 4th ranking on TripAdvisor within six months
- Organize and Conduct Mass Hiring Events
- Conduct Staff On-Boarding

- Create training material and conduct training sessions for all Management and Non-Management Team members
- Conduct facility assessments to determine modifications/changes needed
- Create employee offer letters including position titles and descriptions as well as terms and conditions
- Create standard operating procedures and other important documents for all Departments
- Create and emailed invoices to customers
- Perform calibrations on The VR Sports Simulator to ensure optimum performance
- Conduct payroll
- Collect quarters from Arcade Games and perform maintenance when needed
- Generate report in Steltronics Integrated Bowling Management System for opening and closing procedures
- Organize Employee of The Month meetings and quarterly socials
- Create cost-cutting measures to eliminate wastage
- Conduct Food & Beverage menu assessments
- Supervise 10 Team members
- Respond to customer comments and/or complaints
- Deliver excellent customer service
- Perform other duties as assigned by General Manager

Mario's Bowling Palace (Oct. 2010 – Sept. 2018)

Nassau, Bahamas

Sales Floor/Training & Business Development Manager/Human Resources Assistant

- Managed sales floor to ensure optimum performance and efficiency of key operational areas – Bowling Lanes, Front Desk and Bar
- Created training material and conducted training sessions for All Management and Non-Management Staff
- Conducted facility assessments to determine modifications/changes needed
- Created new standard operating procedures and forms for All Departments
- Supported Department Leaders by having One on One Strategy sessions
- Cash Handling
- Generated reports in Steltronics Integrated Bowling Management System for opening and closing procedures
- Conducted meetings between Management and Non-Management team members to address their concerns and arrive at a resolution
- Communicated with Bowling Lane Attendants and Lanes Hosts/Hostesses via walkie talkie to assist with lane maintenance and fine dining
- Responded to customer comments and/or complaints
- Served multiple responsibilities as a Lane Host, Lane Attendant, Facilities Attendant and Desk Attendant when needed
- Organized and hosted Employee of The Month meetings
- Created cost-cutting measures to eliminate wastage
- Conducted Food & Beverage menu assessments
- Supervised 10-20 Team members
- Delivered excellent customer service
- Performed other duties as assigned by Proprietor

Baha Mar Limited (Dec. 2014 – June 2015)

Nassau, Bahamas

Assistant Guest Services Manager – Grand Hyatt at Baha Mar (Pre-Opening)

- Created The Guest Services Road Map outlining policies, procedures, sequence of service and department goals for key operational areas – Concierge, Bell Services and VIP Grand Club
- Conducted 100 + interviews to reach optimal staffing requirements of 40 associates – Bell Attendants, Concierge Agents, Bell Captains, Door Greeters, Grand Club Agents, Grand Club Attendants, Grand Club Supervisors and Concierge Team Leaders
- Created training videos and booklets/binders for both Management and Non-Management Team members
- Liaised with other hotel brands on The Baha Mar property to discuss the sequence of service for guest arrival to ensure a seamless operation
- Formed strong relationships with various departments (Human Resources, Food & Beverage, Sales & Marketing, Finance, Front Office and Housekeeping) to ensure a great working relationship
- Ensured that associates were in total compliance with Grand Hyatt at Baha Mar's Standard Operating Procedures
- Supervised 21 Team members
- Delivered excellent customer service
- Performed other duties as assigned by Director & Assistant Director of Rooms

Kaplan University (Sept. 2009 – Apr. 2010)

Orlando, Florida

Admissions Advisor/Team Leader

- Responsible for meeting individuals and team enrolment goals, retention goals and forecast team projections
- Communicated with prospective students to build the value behind their education
- Conducted ten-minute briefings every morning with my team of advisors going through list of students and statuses (i.e. enrolled or pending enrolment) to determine objectives for the day
- Advised and established appropriate expectations to prospective and current students
- Performed other duties as assigned by The Associate Director of Admissions and Director of Admissions

Finish Line USA (Sept. 2008 – Sept. 2009)

Tampa/Orlando, Florida

Manager In Training

- Cleaned facility, opened cash drawers and prepared merchandise on show tables for store opening
- Managed and motivated team members to increase sales
- Managed stock levels and made key decisions about stock control
- Conducted price changes and orders that needed to be fulfilled
- Conducted One on One Training sessions with team members
- Responded to customer comments and/or complaints
- Prepared and performed Store Operation Reports (Weekly Overall Sales Assessment Report, Employee Post Void Log, Return/Exchange Log, Layaway Log, Employee Purchase Analysis, Stock Inventory Report etc)
- Prepared reports for Loss Prevention and Human Resource Directors, District Manager, Regional Vice President and Store Manager
- Served as Manager In Training supervising five team members

- Transitioned into the final phase of training at The #1 Location in The Company supervising 10-12 team members
- Served as Acting Store Manager when needed
- Performed other duties as assigned by Store Manager

T-Mobile, Inc. (May 2008 – Sept. 2008)

Tampa, Florida

Event Coordinator

- Set up tables in Wal-Mart's, Sam's Clubs and Radio Shacks showcasing dummy phones, mobile phone promotional brochures, pens and other items to provide visitors with all the information needed to start new service or switch to T-Mobile
- Exceeded monthly revenue goals through acquiring new customer accounts, maximizing existing customers' accounts to identify revenue opportunities and excelling in quality metrics
- Completed accurate paperwork and transactions according to Company policies and procedures
- Engaged in service selling to right fit the customer with the appropriate total technology solution
- Assisted customers with service plans and activations
- Performed other tasks, duties or projects as assigned by Management

Awards for Community Service, Motivational Speaking, Mentoring & Leadership

- 2010 Most Accomplished Former Student-Athlete Award
- 2011 Bahamas National Youth Award of Excellence
- 2012 Bahamas Real Men's Empowerment Award from The Late Dr. Myles Munroe
- 2013 Livelihood & Social Development Certificate from The People's Republic of China
- 2014 Bahamian Icon Humanitarianism Award Finalist
- 2017 Retiring Director Award – Bahamas Primary School Student of The Year Foundation (2011-16)
- 2019 Distinction Award as a Participant in The Bahamas Government's Ministry of Youth, Sports & Culture National Youth Leader Certification Program
- 2019 Patty Michelle Miller Award for Special Effort out of 110 Participants in The Bahamas Government's Ministry of Youth, Sports & Culture National Youth Leader Certification Program

Professional Organizations

- Alpha Phi Alpha Fraternity, Inc.
- Lambda Pi Eta Communications Honor Society
- Phi Sigma Pi National Honors Fraternity
- Sigma Alpha Pi National Society of Leadership & Success
- Chi Sigma Alpha
- USA Track & Field
- USA Basketball
- USBC Bowling Congress