

John J Millen, PMP

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OPERATIONS AND PROJECT MANAGEMENT

Accomplished Operations and Project Manager with demonstrable success in developing and implementing effective solutions across multiple locations. Consistently provided insights and programs that significantly improved business processes across diverse disciplines, generated measurable increases in revenue, profitability and customer satisfaction that increased repeat sales. Revolutionized internal and external corporate services through cultivating strong vendor relationships while improving procurements and reducing aged inventories.

Proven team leader with a history of innovative solutions that dramatically increased productivity in multi-unit environments. Accomplished in applying outstanding management skills in leading and mentoring cross functional and diverse geographical teams with a laser focus on achieving strategic and tactical goals and objectives.

CORE COMPETENCIES:

Project Leadership

Team Building

Budget/Project Costing

P&L Responsibility

Microsoft Specialist

Reporting and Analysis

Change Management

Process Improvement

Vendor Management

Microsoft Project

Contract Negotiations

Procurements

Facilities Management

Operations Management

Risk Management

KEY ACCOMPLISHMENTS

- **Increased** revenues by 334% and gross income by \$8.3 million over a 10-year period:
- **Transformed** one location into becoming the Flagship store ranked in the top 5% of revenue producing locations in the US. Led a team of 275 employees and achieved 19 out of 20 years of single and often double digit revenue growth.
- **Planned and executed** a process improvement project to standardize income reporting forms and procedures. Retrained 11 General Management teams on new protocols: Accountants' backlog on auditing income reports decreased significantly.
- **Managed** the build out of underused floor space, on schedule and within budget. Retained an architect and subcontractors and monitored the scope till closing.
- **Expanded** new product lines and implemented new inside/outside sales strategies.

JOHN MILLEN PAGE 2

- **Planned and implemented** marketing promotions and advertising campaigns to targeted time slots: Repeat customer sales for special promotions rose by 27% generating \$832,000
- **Reduced aged inventory by 23%:** Initiated the analysis of product sales by location. Redistributed inventory to locations with demand for the products. Sales and cash flow Improved significantly.
- **Generated an additional \$676,000 in revenues** by focusing on maximizing off-peak hours: Initiated a targeted marketing project, researched local demographics to identify ethnic groups. Developed targeted advertising in ethnic social media.

PROFESSIONAL EXPERIENCE

Rock Management Inc., Glen Rock, NJ Facilities Project Manager	2014-current
LasComp Institute of IT, Montvale, NJ Student	2013 - 2015
Nationwide Bowling Corporation, Jersey City, NJ District Manager	1987 – 2012

EDUCATION

Bergen Community College Microsoft Office Specialist	2016
LasComp Institute of IT Project Management Professional & Professional Human Resources certificates	2015
State University of New York at Albany Bachelor of Arts, Business Administration, Political Science	1987

PROFESSIONAL CERTIFICATION

Microsoft Office Specialist 2013		MOS #13534575
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Project Management Professional		PMI #1787090
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