

JOHN J MILLEN, PMP

Mahwah, NJ

Cell 201.657.4684 -- johnmillen@optonline.net

OPERATIONS AND PROJECT MANAGEMENT

Accomplished Operations Executive with demonstrable success in leading and developing large teams that implemented and sustained effective revenue producing and business process improvement solutions across multiple locations. Developed and implemented effective insights and led multiple team efforts that consistently achieved operational and strategic corporate objectives. Efficiently mobilized diverse staff into cohesive teams and gained their commitment to significantly improve and sustain business processes that generated measurable increases in operational improvements, revenue, profitability, repeat sales and customer satisfaction. Revolutionized internal and external corporate services by working across divisional lines, cultivated strong vendor relationships and improved procurements that reduced aged inventories.

Proven project manager skilled in developing and leading project teams that implemented innovative solutions and achieved dramatically increased productivity in multi-unit environments. Accomplished in applying outstanding project and change management skills in leading and mentoring cross functional and diverse geographical teams with a laser focus on achieving results that sustains project goals and objectives.

CORE COMPETENCIES:

Managerial Leadership
Team Building
Budget/Project Costing,
P&L Responsibility
Inventory Management
Project Leadership

Reporting and Analysis
Change Management
Process Improvement
Vendor Management
Revenue Generation

Revenue Generation
Contract Negotiations
Procurements
Facilities Management
Operations Management

KEY ACCOMPLISHMENTS

- **Led** a project that planned, developed and executed a restructuring effort that aligned existing company configurations with new organizational goals and objectives; managed the disposal and sale of selected inventory items with minimal loss of value.
- **Increased** revenues by 334% and gross income by \$8.3 million over a 10-year period:
- **Led** multiple teams, totaling 275 employees, that achieved 19 out of 20 years of single and often double digit revenue growth.
- **Managed and transformed** one location into becoming the Flagship store ranked in the top 5% of revenue producing locations in the US.
- **Planned and executed** a business process improvement project to standardize income reporting forms and procedures. Led and retrained 11 General Management teams on new protocols that decrease accountants' backlog on auditing income reports significantly.

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- **Managed** multiple teams and vendors that built, on schedule and within budget, underused floor space. Retained an architect and subcontractors and monitored the scope till closing.
- **Expanded** new product lines and implemented new inside/outside sales strategies.
- **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%:** Analyzed product sales by location and redistributed inventory to locations that matched demand. Significantly improved sales and cash flow.
- **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

Independent Contractor, Mahwah, NJ Business Project Manager	2016 – Present
Rock Management Inc., Glen Rock, NJ Project Manager	2014 – Present
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



Project Management Professional MI #1787090

