

JOHN J MILLEN, PMP

Mahwah, NJ

Cell 201.657.4684 -- johnmillen@optonline.net

OPERATIONS AND PROJECT MANAGEMENT

Accomplished Operations Executive with demonstrable success in developing, through critical thinking, effective and sustainable solutions that achieved and surpassed corporate objectives for revenue, process improvements, profitability and customer satisfaction.

Skilled leader in developing, mobilizing and diverse staff into cohesive teams that efficiently implemented strategic and operational initiatives across multiple disciplines and locations.

Effective Change Agent in revolutionizing internal and external corporate services by working across divisional lines, cultivating strong vendor relationships and improving procurements that reduced aged inventories.

Proven project manager proficient in planning and implementing cost-effective and sustainable solutions that exceeded client expectations. Adept in combining deep business experience with project management principles to produce common sense solutions to business problems.

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
Contract Negotiations
Procurements
Facilities Management
Operations Management

KEY ACCOMPLISHMENTS

- **Led a restructuring project** that planned, developed, executed efforts 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 10-year period;** Led multiple teams, totaling 275 employees, including General Managers and management teams across 4 to 5 locations to ensure delivery of superior customer service; Achieved 19 out of 20 years of single and often double-digit revenue growth.
- **Managed and transformed one location into becoming the Flagship store** that 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 significantly decreased accountants' backlog on auditing income reports.
- **Managed multiple teams and vendors that revitalized underused floor space;** Retained architect and subcontractors and monitored scope until on-time and on budget completion.

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- **Planned and implemented marketing promotions, advertising campaigns and fund raisers** with local communities and charities that focused on targeted time slots; Increased special promotion repeat customer sales by 27%; Generated \$832,000 in additional revenue.
- **Reduced aged inventory by 23%**; Analyzed product sales by location and redistributed inventory to locations that matched demand; Significantly improved sales and cash flow.
- **Initiated a targeted marketing project that focused on maximizing off-peak hours**; Researched demographics to identify ethnic groups; Developed targeted advertising in ethnic social media; Generated an additional \$676,000 in revenues:

PROFESSIONAL EXPERIENCE

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

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

