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STEPHEN L. MILLER, PMP®

CORE COMPETENCIES

Team Building
Business Development
Client Care
Business Development

Project Management
Marketing
Analytics and Reporting
Excellent Writing and Speaking Skills

PROFESSIONAL EXPERIENCE

Dotcom Distribution, Sales Operations Manager, Edison, NJ 2017 – Present

Dotcom is a two-decade old third-party logistics provider that provides fulfillment services for emerging brands. Accomplishments and responsibilities that comprise success in Dotcom's Sales and Marketing team include:

Driving new business acquisition to a record six new accounts in 2017 and 2018 and exceeding annual revenue goals.

Successfully onboarding new clients by following a comprehensive project plan in collaboration with the Program Management, Operations, and other teams. Aspects of successful project completion included documentation, training, change management, and user acceptance testing.

Researching, evaluating, and implementing such project management tools as Basecamp and Bitrix24, resulting in improved interdepartmental communication and a 15% improvement in completed task and projects.

Conducting a variety of projects to collect and synthesize the business intelligence necessary for strategic operations and marketing efforts including competitive analysis and to target prospect profiles resulting in a better understanding our organization's competitive advantages and to more effectively market to a defined target audience.

Rolling out the Entrepreneurial Operating System "Traction" that guides all corporate operations to ensure unity of purpose and action, resulting in processes "followed by all" in addition to individual and departmental "rocks" that support the overall strategic goals of the company.

Serving on the Facility Safety Team to to define and implement safety policies and procedures, to be Followed By All" designed to increase efficiency and employee well being, satisfy OSHA requirements, and reduce injury and loss of work.

SLAIT Consulting, Director Sales Operations, New York, NY 2013 – 2016

SLAIT is a Virginia Beach data storage and computer services reseller that also provides consulting services and data security. The New York office consisted of seven people before it was closed by corporate in 2016. Results of the Operations role included:

Managing the implementation of Salesforce platform within the organization including defined office needs, system configuration, staff training, and ongoing maintenance, and codifying best

practices for efficient, repeatable processes both in the platform and throughout the office's day-to-day operations.

Planning and executing all aspects of marketing events from high-touch cocktail hours, to sports car arrive-and-drives, movie premiers, and boutique, practice-specific conferences resulting in increased sales sales, market penetration, and brand awareness.

Enabling the sales team to focus their time and energies on sales related activities by providing customer quotes, order tracking, weekly forecast presentation, and by assuming all reporting responsibilities in addition to monthly and ad hoc business reviews.

SMS Associates, Owner, Closter, NJ 2010 – 2014

SMS was a consulting company with clients in the retail, healthcare, and software verticals.

Projects included:

Building, maintaining, and expanding social media brand and digital presence through email marketing, timely posts, periodic blogs, and other social engagement.

Introducing and implementing new technology offerings into clients' digital footprint and reporting on SEO metrics related to increased views and sales.

Dydacomp Development Corporation (Now Freestyle Solutions), General Manager, Parsippany, NJ 2000 – 2008

Dydacomp is a direct marketing order management software platform used by companies to run every aspect of their business from customer and order entry to shipping, marketing, inventory management, and accounting. Deep and broad sales, support, training, support, and design experience at Dydacomp included:

Completing a corporate data center build out - on time and within budget - by working with electrical engineers, HV/AC engineers, construction and technical contractors.

Coordinating and conducting high-level strategic and operational functions – across multiple departments and organizational layers - through careful planning resulting in uniformity of procedures and consistency of information shared internally and externally.

Overseeing HR responsibilities including job definitions, benchmarking, recruiting, assessment evaluations, policy issues, and exit interviews, all with the goal of sharing up-to-date knowledge of corporate policies and relevant company knowledge to an informed and engaged workforce. Empowerment of staff by recognizing and rewarding technical and sales expertise.

Staffing and managing a three-shift, 20-person customer service group, providing excellent technical service and a 90% year-over-year service renewal rate.

Creation of interactive training seminars for clients and employees.

Evaluating and supervising the implementation of new corporate technologies and ongoing operations functions including data centers, telephone systems, and office leases.

EDUCATION

Project Management Professional® Certification #2181888
Iona College, 12 M.B.A. credits, Human Resources Management
Rutgers University, B.A, English
Rutgers University, 30 M.A. credits, English

TECHNICAL SKILLS

Office 365 suite, including PowerPoint and SharePoint.
CRM software including Salesforce and MS CRM Dynamics.
Program Management software including Basecamp, Slack, MindManager and Bitrix24.
Social Media: Google Analytics, Facebook Marketing, Constant Contact, and Survey Monkey.
Additional technical capabilities: inventory, accounting, customer, shipping and receiving software, Internet security, storage, databases, plus extensive MAC experience.

COMMUNITY INVOLVEMENT

Co-Race Director annual Closter Labor Day 5k run/walk event, 2011-Present
Certified Swimming Official, Bergen Sharks Swim Team, 2010-2014
"Cookie Dad," Closter Girl Scout Troop 465, 2012-2014