

# Erik Miller

Greeley, CO 80634

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• Regarded as a mission-driven leader, who possesses a strong work ethic emphasizing quality, attention to detail, executive and board relations with proven skills in establishing teamwork throughout an organization. Strengths include:

- \* Operational Management
- \* Strategic Planning
- \* Team Building
- \* Business Development & Market Growth

Willing to relocate: Anywhere

Authorized to work in the US for any employer

## Work Experience

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### **Director of Operations**

Myku Biosciences LLC - Denver, CO

March 2021 to February 2022

- Improved "on time and in full" PO delivery from 40% to above 95%
- Implemented Monday.com platform to greatly improve internal communication, task assignment, growth planning, SOP creation and training as well as customer interaction and communication.
- Created job descriptions, screened candidates, interviewed and hired employees for all departments.
- Developed and executed new business growth initiatives to help the organization scale.
- Created and implemented an employee review process.
- Acting as direct customer representative to ensure customer satisfaction.
- Ensured organizational Standard Operating Procedures were created, trained too and implemented, which directly resulted in a decrease in quality failures from 30% to less than 10%.

### **Strategic Project Manager**

CME America

2016 to December 2021

- Developed and implemented the project management process and protocols from the ground up.
- Helped to develop project plans and project execution, as the project lead, for multiple critical high impact projects. Projects include but are not limited to; full company integration into the Becton Dickenson (parent) corporation. Sales Force Implementation and training. Sales initiatives, which grew revenue from 16 Million, in 2018, to 24 Million in 2019.
- Driving force behind the strategic initiatives for the 2018 & 2019 fiscal years.
- Communication conduit between all departments within CME America to help promote teamwork and transparency.
- Lead multiple projects in areas including, Quality, Regulatory, Design Control, Transitioning Manufactures, Sales/New distributor procurement.
- Between 2017 & 2020 acted as Assistant Project Manager for the submission of multiple 510k's for both infusion pumps as well as accessories.

- Lead Project Manager for two separate FDA audits in 2017 and 2019. Assisted Quality and Regulatory prepare for the FDA visit as well as record all results and communication.
- Deployed and trained the internal sales team to the use of Salesforce Lightning. Performed Sales Force platform customization to fit the specific organizational/business needs.

## **Technical Support**

AMCI Wireless

2014 to 2016

- Support Technician on multiple platforms and devices for over 16000 satellite and cellular capable assets.
- Performed onsite field level support and installation as well as remote support via telephone and internet.

Between 2010 and 2014 I worked multiple part time and side jobs while caring for my ill father and attending college.

## **Field Service Engineer**

General Electric

2006 to 2010

- Technical representative for all GE locomotives on the BNSF, UP, CSX, and CP railroad.
- Installed and maintained software, hardware and electrical packages such as Remote Control Locomotive 220 MHz (RCL), Distributed Power (DP), and Trip Optimizer (TO).
- Trained in safety procedure Blue Flag.
- Maintained 50-75% travel across North America in support of over 7000 Locomotives.

## **Aviation Electronics Technician/ Lead Technician**

United States Navy

2000 to 2004

Lead technician for the AT (avionics) shop using various test equipment such as Oscilloscopes, Spectrum Analyzers, Multi-meter, Air Data Test Sets, Fiber Optic and various other test equipment.

Work on systems such as IFF, UHF, VHF, and HF radio communications as well as SATCOM, Data-Link, Multimode Radar, Countermeasures, INU navigation system, and armament systems.

- Graduated my "C" school top of my class, and was in the top 3 in my "A" school class.
- Instructed and lead sailors in troubleshooting techniques and technical publication navigation.
- Became only the second person in my shop to obtain rank of E-5/AT2 in under two years.
- Obtained my Collateral Duty Inspector certificate.
- Trained in proper ESD procedures and the proper handling, storing and packaging of sensitive electronic materials
- Troubleshoot over 1000 discrepancies saving more than 5000 man-hours.
- Obtained my EAWS Enlisted Aviation Warfare Specialist pin, which is given to personnel who have demonstrated an in depth knowledge and understanding of the aircraft and all of its components.

## **Education**

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### **MBA in Business**

University of Phoenix - Denver, CO

September 2019 to May 2022

## **Bachelor's degree in Business-Project Management**

University of Phoenix - Denver, CO

September 2016 to May 2018

### **"O" level**

School Aviation Electronics Technician

## Skills

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- Avionics
- Microsoft Project
- Salesforce
- Budgeting
- Forecasting
- Active Directory
- CGMP
- Production planning
- Data collection
- Restaurant experience
- Customer service
- Analysis skills
- CRM software
- Communication skills
- Leadership
- Computer operation
- Software troubleshooting
- Project planning
- Process improvement
- Electrical experience
- Project leadership
- Interviewing
- Operations management
- Strategic planning
- Change management
- Windows
- Program management
- Business analysis
- Computer networking
- Technical support
- Project implementation
- Procurement

- Field service
- Military
- Sales support
- Agile
- Packaging
- Help desk
- Project management
- SharePoint
- Microsoft Excel
- Business development
- Sales
- Organizational skills
- Microsoft Office
- Administrative experience
- Quality Assurance
- Microsoft Outlook
- Computer literacy
- Computer skills
- Time management
- ERP systems
- OSHA
- Continuous improvement

## Military Service

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**Branch: United States Navy**

Rank: E5

## Certifications and Licenses

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**PMP**

August 2023

## Assessments

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**Project timeline management — Expert**

May 2022

Prioritizing and allocating time to effectively achieve project deliverables

Full results: [Expert](#)

**Management & leadership skills: Impact & influence — Expert**

May 2022

Choosing the most effective strategy to inspire and influence others to meet business objectives

Full results: [Expert](#)

### **Management & leadership skills: Planning & execution — Highly Proficient**

May 2022

Planning and managing resources to accomplish organizational goals

Full results: [Highly Proficient](#)

### **Sales skills — Expert**

May 2022

Influencing and negotiating with customers

Full results: [Expert](#)

### **Supervisory skills: Motivating & assessing employees — Expert**

May 2022

Motivating others to achieve objectives and identifying improvements or corrective actions

Full results: [Expert](#)

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