

# Chad E. Miller

## Objective

To obtain the Document Management Associate position where I can use my talents to their highest potential. This position would utilize my strong customer service skills, my skills in administration and my management skills.

## Education

**1998 - 2000 Eastern New Mexico University Portales, NM**  
• College of Business.  
• 3.5 GPA.

**1993 - 1997 Elizabeth High School Elizabeth, CO**

## Specialized Experience

- Customer Service professional with over fifteen years' experience working with the public.
- Exceptional management skills with approximately seven years experience in a management capacity.
- Professional and motivated team player.
- Outstanding client service skills with strong project management skills.
- Excellent oral and written communication skills.
- Proficient in Windows Operating Systems and Macintosh OS.
- Strong knowledge of Microsoft Office applications.
- Working knowledge of Adobe Applications, CATI Applications, GoLive, Publisher, 4<sup>th</sup> Dimension, Quicken and Quickbooks.

## Career Experience

**1/2008-8/2011 The Analytical Group Scottsdale, AZ**  
• Supervisor of Field Operations  
Responsible for the daily operations in the Data Collection Center with 72 stations.  
Make cost effective decisions in the operation of Field.  
Contact with clients regarding project details including sample and questionnaire issues.  
Hiring and training a staff of six Field Supervisors and approximately sixty Telephone Interviewers.  
Contact between Data Collection Manager and Field Supervisors.  
Daily preparation of job assignments for the interviewing staff.  
Prepare and process paperwork for all new hires, terminations and payroll for the Field Department.

**2/2004-12/2007 Plaza Research Phoenix Phoenix, AZ**  
• Assistant Director/ Senior Project Manager  
Direct management of Recruiting Staff and the facility.  
Manage, organize and supervise recruiting of focus groups.  
Daily contact with clients regarding their projects.  
Hiring and training a staff of approximately twenty people.  
Management of multi-city projects with other Plaza Research locations.  
Direct liaison between Director and staff.  
Implemented new policies and procedures.

**11/2002-1/2004 Northland Family Help Center Flagstaff, AZ**  
• Administrative Assistant  
Multi-tasking of various daily office procedures.  
Various Human Resources duties including personnel files and incoming applications.  
Organized the agency's 25th anniversary celebration.  
Maintenance of the client database in Access.

**12/2001-11/2002 Quality Suites/Premier Hospitality Clovis, NM**  
• Front Desk Clerk  
Provided exceptional customer service skills to guests and future guests of the hotel.  
Customer Service Signature Training in professional sales telephone etiquette.  
Multi-tasking of various duties.  
Generate and increase revenue.

References available upon request