

Melissa H. Miller

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SUMMARY OF QUALIFICATIONS

- Experience in recruiting, sales, coaching, and training
- Strong passion for continued learning and professional development
- Proven ability to collaborate with all levels of employees and a diverse range of customers, peers, and internal and external clients
- Consistently exceeds business goals in sales, customer satisfaction, and development
- Strong interpersonal and communication skills
- Identified 100% match candidates
- Effective partner with Client to establish and maintain hiring processes and metrics
- Success in direct sourcing, networking, referrals, Internet, job boards, and job fairs

SKILLS AND TALENTS

Human Resources

- Educated and trained over 650 clients and employees on products, services, and sales resulting in 25 percent sales increase for participants
- Coached peers on interpersonal and technical skills, including conflict management, communication, and sales
- Interviewed over 1,800 candidates and determined suitability for administrative, manual labor, and professional positions
- Utilized in-house data base, Internet, professional groups, job fairs, and networking to source qualified candidates
- Managed over 1,500 employee placements for administrative, manual labor, and professional positions with 100 percent client satisfaction
- Initiated and retained positive relations between client and candidate through superior customer service, including weekly field appointments, rapport building, and quality assurance calls
- Negotiated salaries, fees and terms between candidate and potential employer
- Provided consultations regarding staffing needs and issues

Sales

- Developed and implemented over 300 sales promotions, resulting in 60 percent revenue
- Facilitated quarterly meetings with clients to strategize business growth
- Facilitated sales training for employees by conducting business and product knowledge classes resulting in 25 percent sales increase for participants
- Managed 130 clients simultaneously with 0 client turnover and 0 customer complaints
- Won numerous sales awards, including Most Valuable Player and Highest Sales Increase (10 times)

Administrative and Office Management

- Wrote monthly newsletters educating clients about facilities and events
- Communicated delinquent payment information to clients
- Managed scheduling and coordination of facility management

- Planned, organized, and managed special events
- Reviewed over 40 commercial leases and advised on contents
- Gathered and analyzed data for Management Reports
- Advised on reconciliation of Accounts Receivable
- Researched legal issues
- Revised leases to comply with changes in regulations and laws
- Managed daily cash receipts, banking, inventory, and stock supplies
- Checked figures, postings, and documents for correct entry, mathematical accuracy, and proper General Ledger coding

WORK HISTORY

Sunny Creek, LLC, Valencia, California (*concurrent with PEELS Salon Services*) 2010 - present
Office Manager

PEELS Salon Services, Denver, Colorado 2008 - 2012
Sales Consultant

Transwestern Commercial Services, Denver, Colorado 2007-2008
Administrative Associate

CoreStaff, Denver, Colorado 2006-2007
Staffing Specialist

Malys, Los Angeles, California 2000-2006
Sales Consultant

EDUCATION AND CERTIFICATIONS

Human Resource Certificate, Ashworth College, Norcross, Georgia

Associates in Social Sciences, College of the Canyons, Valencia, California

Paralegal Certificate, Ashworth College, Norcross, Georgia

CIVIC ACCOMPLISHMENTS

Organized and participated in dog therapy sessions for the elderly

Organized fundraisers for breast cancer, City of Hope (Colorado, California, and Georgia), Los Angeles wildfires, World Trade Center Disaster (Valencia, California)