Website: www.jmillercompany.com **Email:** jmillercompany1@gmail.com

Objective
To assist individuals and organizations with their current or new business ventures to increase productivity and promote revenue generation

Certifications: Corporate Trainer, City & Guilds Skills Trainer, Assessor and Level 3 Internal Verifier, Credit Consultant and Credit Score Consultant, ISSA Certified Weight Management Specialist, ISSA Certified Strength & Conditioning Specialist, USA Track & Field Certified Coach, USA Basketball Certified Youth Development Coach, USA Basketball Licensed Gold Coach, USBC Bowling Coach and Registered Volunteer

Certificates: Hospitality and Tourism Management from Florida Atlantic University, Service Leadership for Supervisors from Florida International University, Harvard Business Training in Hiring, Time Management, New Manager Transitions, Difficult Interactions, Writing Skills and Feedback Essentials, Financial Service Associate and University Admissions Training, Trauma Informed Care and Clinical Trauma

Professional Background Nassau, Bahamas
The Bahamas Mortgage Corporation (2022) – Customer Service Presentation
Bahamas Kids Cab (2021) – Creation of New Application and Waivers
Imperial Concierge (2021) – Creation of Logo and Business Plan
Writer's Paradigm (2021) – Creation of Logo and Website
Pink Petals (2020) – Creation of Logo
Precious Saints Christian Academy (2020) – Creation of Logo, Business Plan, Letterhead and Website
Jetline Simulation Bahamas (2019) – Assisting with TripAdvisor Marketing and Business Presentation
Seven at The Pointe (2018) – Creation of Business Plan, Employee Learning & Development Program and Website: https://www.sevenatthepointe.com/

Mario's Bowing Palace (Oct. 2010 – Mar. 2021) Nassau, Bahamas
Sales Floor/Training & Business Development Manager

- Managed sales floor to ensure optimum performance and efficiency of key operational areas – Bowling Lanes, Front Desk and Bar
- Created training material and conducted training sessions for All Management and Non-Management Staff
- Conducted facility assessments to determine modifications/changes needed
- Created new standard operating procedures and forms for All Departments
- Supported Department Leaders by having One on One Strategy sessions
- Cash Handling

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- Generated reports in Steltronics Integrated Bowling Management System for opening and closing procedures
- Conducted meetings between Management and Non-Management team members to address their concerns and arrive at a resolution
- Communicated with Bowling Lane Attendants and Lanes Hosts/Hostesses via walkie talkie to assist with lane maintenance and fine dining
- Responded to customer comments and/or complaints
- Served multiple responsibilities as a Lane Host, Lane Attendant, Facilities Attendant and Desk Attendant when needed
- Organized and hosted Employee of The Month meetings
- Created cost-cutting measures to eliminate wastage
- Conducted Food & Beverage menu assessments
- Supervised 10-20 Team members
- Delivered excellent customer service
- Performed other duties as assigned by Proprietor

Seven at The Pointe (Sept. 2018 – Mar. 2020) Nassau, Bahamas

Director of Operations (Pre-Opening and Opening Services)

- Responsible for the successful operation of Seven Amenities – Bar & Dining Lounge, Games Arcade, VIP Bowling Lanes, Sports VR Simulator, Billiards, Movie Theatre and Karaoke Lounge/Event Space
- Create and Manage Company Website, Social Media Pages (Instagram and Facebook), Google Business Page and TripAdvisor Page
- Execute Marketing strategies that resulted in The Company moving from a 21st to 4th ranking on TripAdvisor within six months
- Organize and Conduct Mass Hiring Events
- Conduct Staff On-Boarding
- Create training material and conduct training sessions for all Management and Non-Management Team members
- Conduct facility assessments to determine modifications/changes needed
- Create employee offer letters including position titles and descriptions as well as terms and conditions
- Create standard operating procedures and other important documents for all Departments
- Create and emailed invoices to customers
- Perform calibrations on The VR Sports Simulator to ensure optimum performance
- Conduct payroll
- Collect quarters from Arcade Games and perform maintenance when needed
- Generate report in Steltronics Integrated Bowling Management System for opening and closing procedures
- Organize Employee of The Month meetings and quarterly socials
- Create cost-cutting measures to eliminate wastage
- Conduct Food & Beverage menu assessments
- Supervise 10 Team members
- Respond to customer comments and/or complaints
- Deliver excellent customer service
- Perform other duties as assigned by General Manager

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Baha Mar Limited (Dec. 2014 – June 2015) Nassau, Bahamas

Assistant Guest Services Manager – Grand Hyatt at Baha Mar (Pre-Opening)

- Created The Guest Services Road Map outlining policies, procedures, sequence of service and department goals for key operational areas – Concierge, Bell Services and VIP Grand Club
- Conducted 100 interviews to reach optimal staffing requirements of 40 associates – Bell Attendants, Concierge Agents, Bell Captains, Door Greeters, Grand Club Agents, Grand Club Attendants, Grand Club Supervisors and Concierge Team Leaders
- Created training videos and booklets/binders for both Management and Non-Management Team members
- Liaised with other hotel brands on The Baha Mar property to discuss the sequence of service for guest arrival to ensure a seamless operation
- Formed strong relationships with various departments (Human Resources, Food & Beverage, Sales & Marketing, Finance, Front Office and Housekeeping) to ensure a great working relationship
- Ensured that associates were in total compliance with Grand Hyatt at Baha Mar's Standard Operating Procedures
- Supervised 21 Team members
- Delivered excellent customer service
- Performed other duties as assigned by Director & Assistant Director of Rooms

Awards for Education, Entrepreneurship, Sports, Leadership, Youth Work and Community Service

- 2010 Most Accomplished Former Student-Athlete Award
- 2011 Bahamas National Youth Award of Excellence
- 2012 Bahamas Real Men's Empowerment Award from The Late Dr. Myles Munroe
- 2013 Livelihood & Social Development Certificate from The People's Republic of China
- 2014 Bahamian Icon Humanitarianism Award Finalist
- 2017 Retiring Director Award – Bahamas Primary School Student of The Year Foundation (2011-16)
- 2019 Distinction Award as a Participant in The Bahamas Government's Ministry of Youth, Sports & Culture National Youth Leader Certification Program
- 2019 Patty Michelle Miller Award for Special Effort out of 110 Participants in The Bahamas Government's Ministry of Youth, Sports & Culture National Youth Leader Certification Program
- 2021 Project Y Bahamas Top 48 Millenials Recipient

Professional Organizations

- Alpha Phi Alpha Fraternity, Inc.
- Lambda Pi Eta Communications Honor Society
- Phi Sigma Pi National Honors Fraternity
- Sigma Alpha Pi National Society of Leadership & Success
- USA Track & Field
- USA Basketball
- USBC Bowling Congress

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