

SUSAN MILLER

SMALL BUSINESS OWNER

INFO

ADDRESS

1515 Pacific Ave, Los Angeles, CA
90291, United States

EMAIL

susan@email.com

PLACE OF BIRTH

San Antonio

DRIVING LICENSE

Full

NATIONALITY

American

LINKS

[Website](#)

[Visualize.me](#)

[Linkedin](#)

SKILLS

WorkEtc

Zen Payroll

Adios

Booker

Sage Pastel

Zenefits

Oracle

Lotus Notes

VanGuard

Business Planning



Telecommunications



Life Insurance



Marketing Campaigns

PROFILE

Small Business Owner with 10 years' experience in a service environment solely responsible for all marketing communications, branding, PR, advertising, search engine optimization activities. Built client base from 0 to 60 clients, achieving annual gross sales of \$400,000. Average debt-cycle is 60 days and profit to earnings ratio has been at 30% for the last five years. Holds an MBA and various business management certifications.

EMPLOYMENT HISTORY

Business Owner, Go-To Life Insurance

Kennebunk

Nov 2013 - Present

Established email marketing campaigns that generated an average of 30 leads and 12 new customers a month

- Create business plans, arrange financing, hire staff, review sales, develop marketing strategies, oversee daily activities, and identify business opportunities.
- Create customized insurance plans by calculating and quoting rates for immediate coverage action as well as and long-term coverage.
- Obtains underwriting approval by managing the application process between client and insurer.
- Provide administrative services inclusive of direct deposit forms and processing amendments in beneficiary and policy loan applications.

Entrepreneur, VodaCell

Portland

Dec 2008 - Sep 2013

Built client base from 0 to 60 clients, achieving annual gross sales of \$400,000. Average debt-cycle is 60 days and profit to earnings ratio has been at 30% for the last five years

- Ensure that equipment and machinery are adequately maintained and promptly repaired by assigned workers.
- Market products such as wireless, cellular, merchant services, television and more focusing on bottom-line savings and value.
- Utilize customer statements to analyze savings and potential value-added services.
- Promotion via social media platforms to improve brand identity and generate warm leads.

Enterprise Sales Manager, IR Digital Media

Nantucket

Oct 2006 - Dec 2007

Negotiated new service level agreements with suppliers, resulting in an 18% reduction in material expenditure and a saving of \$200k per year.

- Manage web portal e-Commerce business specializing automotive resale for large brand names.
- Act as liaison between distributor and customer.



Social Media Management



Recruitment



Financial Management



Labor Relations

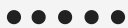


Project Management



LANGUAGES

English



German



HOBBIES

Woodwork, Gaming,
Electronics

- Responsible for strategic planning, operations, merchandising, and marketing for the online community.
- Drive customer relations, brand positioning, revenue growth, financial management, driving operational excellence, business development, price negotiations.

EDUCATION

**Massachusetts Institute of Technology (MIT),
Advanced Certificate in Entrepreneurship**

Online

2010

**Chicago State University, Masters in Business
Administration**

Chicago, IL

Mar 2006 – Mar 2008

**University of Arizona, Bachelor of Communication
Science**

Springfield, AR

Oct 2002 – Nov 2005

COURSES

**Financial Management for Non-Financial Managers Training, Boston
City College, MA**

2013

**Diploma in Project Management, The Small Business Academy, New
York, NY**

Oct 2012 – Mar 2013

VOLUNTEERING

Maine BNI

Portland

Sep 2013 – Present

Part of the management committee at the Business Networking Institution (BNI), organizing weekly meet-ups for small business owners in the area for networking and mentoring purposes.