

# Roy Miller

## **Retail Team Supervisor and Leadership Coach**

Freeland, MI 48623

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Detail-oriented salesman with 18 years of experience earned in the field working in various selling environments. Published author with excellent communications skills and the ability to develop customer relationships.

Authorized to work in the US for any employer

## Work Experience

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### **Retail Team Lead**

Staples - Midland, MI

February 2018 to Present

- Supervisor of Tech department, which includes leading tech sales and managing team members tasked with operating the department. Training and regular follow-ups.
- Perform Manager on Duty tasks including maintaining customer service and conversion, supporting team members and ensuring the continual flow of projects to sustain a vibrant workplace. Cash management and opening/closing duties also included.
- Intake and analysis of desktop and laptop computers for software and hardware issues.
- Perform scheduled Cycle Counts of store product and maintain inventory counts with Zero Balance Walks to ensure accuracy of internal reports.
- Oversaw the deployment of a new POS system including installation, testing, and troubleshooting.
- Maintain digital database of customers and devices for service, as well as paperwork and filing for store records and future customer correspondence.
- Data entry/maintenance for a sales tracker in Microsoft Excel that contains various information on sales goal attainability in correspondence with corporate metrics.
- Complete sales of consumer electronics including computers, printers, speakers, and other peripherals based on a corporate strategy, with a focus on store services and driving performance metrics.
- Develop and maintain customer relationships with local businesses to provide streamlined access to problem-solving packages that help drive profitability and growth within the community.
- Maintain inventory of merchandise and stock shelves according to planograms. Use of handheld devices to determine availability of product and location on the floor.

### **Author**

Wintercearig, LLC. - Midland, MI

November 2014 to Present

Published author and freelance writer.

- Currently have four novels completed and published.
- Attain new leads and pitch services to businesses and publications.
- Business to Business, copywriting, copyediting, white papers, and social media management.
- Skilled in Office and Adobe suites for general typesetting up to full book formatting.

## **Custodian/Independent Contractor**

KnightFM Facilities Management - Midland, MI

May 2017 to November 2017

- Responsible for cleanliness of a four-story office building. Kitchens, bathrooms, conference rooms, and cubicle areas.
- Navigate efficiently while hauling large equipment in busy foot traffic areas.
- Maintain emergency contacts & make sure proper action is taken for various circumstances including safety hazards.
- Completed GLSTC course in how to properly mix chemicals and recognize different hazards.

## **Owner**

Darkstar Technologies, LLC. - Midland, MI

February 2002 to June 2016

- \* Owner/Operator. Conduct business through social media marketing and word of mouth.
- \* Maintain digital database of customers and their devices, including previous work done and contact information.
- \* Fix PCs and other electronics through hardware and software means. Installation, virus removal, and cleanups.

## **Crew**

Little Caesars - Windham, ME

November 2006 to January 2008

- \* Oversee preparation of all stations. Ensure proper food handling and sanitation.
- \* Maintain inventory, receive truck, and rotate product.
- \* Cash register operation, cooler stocking, and regular use of all stations, including industrial ovens and mixers.

## Education

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### **High school diploma or GED**

Windham High School - Windham, ME

June 2005

## Skills

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- Copywriting
- Retail Sales
- Lead Generation
- Maintenance
- Customer Service
- WordPress
- Blogging
- Social Media Management
- Adobe InDesign

- Adobe Creative Suite
- Branding
- Copy Editing
- Digital Marketing
- Proofreading
- Content Creation
- Content Management
- Email Marketing
- Microsoft Excel
- Phone etiquette
- Cash handling

## Assessments

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### **Sales skills — Highly Proficient**

February 2021

Influencing and negotiating with customers

Full results: [Highly Proficient](#)

### **Supervisory skills: Motivating & assessing employees — Highly Proficient**

February 2022

Motivating others to achieve objectives and identifying improvements or corrective actions

Full results: [Highly Proficient](#)

### **Retail customer service — Highly Proficient**

February 2022

Responding to customer situations in a retail setting

Full results: [Highly Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.