

# Mark L Miller

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## Executive Profile

Innovative and results-driven leader focused on achieving exceptional results in highly competitive environments that demand continuous improvement. Experienced in driving revenue, process and customer service improvements while building partnerships with key business decision-makers.

## Skill Highlights

- P&L and Operations Management
- Start-up, Organic and Greenfield Business Growth
- Process, Productivity & Efficiency Improvement
- Generating Exceptional Customer Service Relationships
- Organizational Leadership and Development
- Change Management

## Professional Experience

February 2005  
to  
Current

### CDM Technical Training Institute, Inc. Chairman/CEO

Developed and directed strategy to grow a Private Licensed adult education company from 1 to 9 branches, increasing sales in excess of 700% and profits in excess of 600%. Created new revenue streams through expansion into new markets and the development and implementation of market driven course offerings.

August 1994  
to  
August 2004

### Mountaineer Inc. President

Purchased a failing retail establishment to do a "turnaround for myself". Successfully reconstructed the operation into a very profitable, vibrant entity with sales of over \$3mm. Sales growth exceeded 60% the first 2 years in a flat market, expenses were lowered 33% and profits increased over 400%. A combination of new product offerings, re-energizing employees, increased level of expectations and community involvement were keys to our success.

May 1987  
to  
July 1994

### Edward Don and Company President and General Manager

As an Officer in the corporation responsibilities were twofold. On a local basis, I directed all aspects of a successful, autonomous branch facility and grew sales 38% to \$40mm. This included profit and loss accountability and supervision of all sales, distribution, marketing, purchasing and finance functions. In my corporate role, I was one of six individuals who charted the course for this \$300mm international company. Keys to success were a 9% annual increase in sales and a 14% reduction in operating expenses. Results were a byproduct of new product introductions and numerous productivity enhancement, employee involvement and process improvement programs.

March 1982  
to  
April 1987

### Pepsico Area Vice-President

Responsible for growth of market share in the Food service segment aimed at longterm profitability of a \$20mm operation. This included profit or loss accountability as well as planning and execution of all sales, marketing and service strategies. Accomplishments included successful start-up of a Full Service vending component, profit improvement averaged 52% per year and capital savings of over \$1mm by developing new deployment and purchasing policies and procedures.

## Education

### West Virginia University

Master of Science Industrial Relations

Bachelor of Science Business Administration - Marketing

