

Gloria M. Miller

██████████ • Milwaukee, WI 53216 • (414) ██████████ • Email: ██████████@yahoo.com

OFFICE MANAGER

Recognized for the ability to effectively manage projects and provide organizational structure.

- ◆ Confidential Office Administrator. Self-starter, highly organized and detailed oriented.
- ◆ Builds professional relationships with Board of Directors and managing volunteers.
- ◆ Provides flexible working hours and strong time management skills.

PROFESSIONAL EXPERIENCES—Overview

- ◆ Directs and oversees all aspects of securing artistic performers for a new community bandshell. Cultivates new relationships with sponsors. Project manager who respects working with a marketing team and fund development.
- ◆ Assists in the daily operations of the café. Greets customers, manages cash register, restocks merchandise. Serves as a relief for the full-time receptionist.
- ◆ Provided quality customer service when responding to telephone inquiries. Managed calendar schedules for American Sign Language staff. Prepared payroll and invoicing for billing.
- ◆ Managed internal office processes including supplies copiers, phones, reception, mail, conference calls and petty cash, cleaned the office as needed. Received and screened phone calls and visitors; arranged meetings and coordinated special quarterly legislative breakfasts, luncheons and other events. Secured sponsorship funding for special events.
- ◆ Provided confidential secretarial and administrative support to the Executive Director and the Board of Directors. Entered vendor billing, payments and prepared checks for payroll bi-monthly. Managed internal office processes including supplies, copiers, phones, reception, mail, conference calls and petty cash.
- ◆ Trained, motivated and facilitated workshops on professional development for disadvantaged job seekers. Senior chief administrator for an annual festival event. Expanded sponsor and donor relationships, generating over one hundred and fifty thousand dollars annually. Managed approximately two hundred volunteers.
- ◆ Cultivated relationships with community based organizations, employers, local politicians and the media and developed a consortium of volunteer foster care providers.

WORK CHRONOLOGY

Special Events Director, St. Ann Center for Intergenerational Care	Feb 2019 - Present
Café Assistant/St. Ann Center for Intergenerational Care, Bucyrus Campus	March 2018 – Feb 2019
Office Manager/AFT Local 212, Milwaukee Area Technical College	Dec 2014 – Oct 2015
Program Assistant/St. Charles Youth & Family Services, Inc., Milwaukee	April 2014 – Dec 2014
Scheduling Assistant/The Center for Communication, Hearing and Deafness, West Allis	2012 – June 2013
Officer Administrator/African American Chamber of Commerce, Milwaukee	2010-2012
Executive Assistant/Fresh Start Family Services, Glendale	2009-2010
Employment Consultant, LTE/UMOS, Milwaukee	2008-2009
Executive Director/African World Festival, Milwaukee	1999- 2005
African World Festival (Contracted)	Jan-June 2008

COMPUTER PROFICIENCIES

Windows 2007, 2010; MS Word and Excel; Peachtree Accounting

SPECIAL PROJECTS

- ◆ *Research/Grant Writer*, African American Association of Commerce of Greater Milwaukee
- ◆ *Director of Operations*, Devin Harris Basketball Camp 2007

EDUCATION

- ◆ University of Wisconsin-Milwaukee, Milwaukee, Wisconsin
School of Continuing Education, Non-Profit Management Certificate Program
- ◆ Milwaukee Area Technical College, (North) Mequon, WI 53203
Major: Marketing Management Degree: Associate of Arts and Science

COMMUNITY INVOLVEMENT

- ◆ *Milwaukee Community Brainstorming Executive Committee*
- ◆ *Martin Luther King Economic Development Corporation, Board Director*
- ◆ *Kidney Foundation of Wisconsin, Board Member*
Women of the World Conference Planning Committee
- ◆ *American Heart Association, Board Member*
- ◆ *Northcott Neighborhood House, Board Member*
- ◆ *Intercession Inc., Board Member*
- ◆ *Top Ladies of Distinction Incorporated, Milwaukee Chapter*
Status of Women Chair

ACHIEVEMENTS AND HONORS

- ◆ *Scholarships: Citizen's Scholarship Fund, General Motors*
- ◆ *Eta Phi Beta Sorority, Incorporated*
- ◆ *Awards: MATC Student Senate Delegate to the National Association of Student Activities, Regional Convention, MATC New Student Ambassador, Career Day Speaker, Organizer of women's support group: A New Vision of Self, MATC, North Campus*

SPECIAL VOLUNTEER RECOGNITIONS

- ◆ *Advisory Board Member, Koinonia Family Resource Development Center, St. Matthew Christian Methodist Episcopal Church*
- ◆ *Co-founder, S.A.F.E., (Singles Anointed, Focused and Empowered), Singles Ministry, St. Matthew Christian Methodist Episcopal Church*
- ◆ *President, Assemblies of Christ Choir, St. Matthew Christian Methodist Episcopal Church*
- ◆ *Coordinator, Black History Month Program, St. Matthew Christian Methodist Episcopal Church*
- ◆ *Women Putting Their Stamp on Metro Milwaukee, United States Postal Service*
- ◆ *Most Involved Employee, Employment Solutions, Incorporated*
- ◆ *Business Entrepreneur, Top Ladies of Distinction, Inc. Milwaukee Chapter*
- ◆ *Outstanding Service, March of Dimes Birth Defects Foundation, National Office*
- ◆ *Certification of Recognition, Stork's Nest Project, Zeta Phi Beta Sorority, Incorporated*
- ◆ *Outstanding Women's Day Recognition, Saint Matthew Christian Methodist Episcopal Church*
- ◆ *Outstanding Dedication, Milwaukee Area Technical College Black Student Union*

REFERENCES: Available Upon Request