

# KEVIN WILLIAM MILLER

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## WORK EXPERIENCE

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<b>Account Manager</b>	<b>Miller Landscape Inc., Lake Orion, MI</b>	<b>2002-2009</b>
<ul style="list-style-type: none"><li>• Developed the company's first residential service division within the organization, growing the customer base from 8 to 81 customers in 2 years with revenue of \$210,000 in renewed maintenance contracts.</li><li>• Managed and scheduled 10+ employees' daily work, performance, operational costs, site inventory, materials, and budgets.</li><li>• Troubleshooting, maintenance and repair on machinery and crews equipment on and off site.</li><li>• Assisted customers with job specifications and troubleshooting.</li><li>• Initiated business development by growing relationships with customers, enhancement selling, and customer service.</li><li>• Trained crew in proper equipment use and safety, and ensured day-to-day safety of job sites for team members and clients.</li></ul>		
<b>Crew Foreman</b>	<b>Buckley Services, Kalamazoo, MI</b>	<b>2005-2007</b>
<ul style="list-style-type: none"><li>• Landscape crew management of 2 to 3 workers on a full time basis while attending college.</li><li>• Estimated budgets and designed projects</li><li>• Initiated business development through strong customer service and quality.</li></ul>		
<b>Manager/Owner</b>	<b>College Works, Kalamazoo, MI</b>	<b>2003-2004</b>
<ul style="list-style-type: none"><li>• Full-time entrepreneur and business owner for custom household painting service.</li><li>• Responsible for transforming marketing into leads and ultimately satisfied customers.</li><li>• Developed business concepts, providing proposals and bids to meet client needs.</li><li>• Performed effective problem solving for clients.</li><li>• Hired and managed two crews, totaling six employees.</li></ul>		
<b>Intern/Praktikant</b>	<b>Pöppelmann, Lohne, Germany</b>	<b>2000</b>
<ul style="list-style-type: none"><li>• Electrical Technician intern.</li><li>• Troubleshoot and repair old and new plastic injection molding machinery.</li><li>• Study abroad Praktikum during study abroad exchange program in high school.</li></ul>		

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## EDUCATION

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<b>Kalamazoo Valley Community College</b> Wind Turbine Technician Academy, BZEE Certification	Kalamazoo, MI	<b>2009-2010</b>
<b>Western Michigan University</b> Bachelor's Degree, Major: Business (SBM) and German	Kalamazoo, MI	<b>2002-2007</b>
<b>Eberhard-Karls-Universität</b> Study Abroad Germany: Baden-Württemberg Scholarship	Tübingen, Germany	<b>2004-2005</b>
<b>Kollegen St. Thomas</b> Study Abroad Germany: Congress Bundestag Scholarship	Vechta, Germany	<b>2000-2001</b>

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## TRAINING AND CERTIFICATIONS AND SKILLS

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- German fluency (*two years experience*)
  - Commercial Driver's License (2007);
  - Certified Pesticide Applicator (2007);
  - Certified Techniseal Applicator (2008);
  - LandOpt Account Manager Training (2007-2009);
  - Powered Industrial Truck Operator Training;
  - Standard First Aid w/Adult CPR and AED –American Red Cross;
  - Crane Hoist and Rigging Safety;
  - Control Hazardous Energy Safety;
  - Wind Climb Safety (*compliant with 29 CFR, part 1926, subpart M*);
  - Authorized Climber, Fall Arrest, Rescue From Ladder Training;
  - OSHA 10 Construction safety and health;
  - Microsoft Office expert user / with some computer programming experience;
  - Mechanically skilled with training in craning, rigging, hydraulics, laser alignment, torching, welding, electrical wiring, motor controls, and PLC.
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## VOLUNTEER ACTIVITIES

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- Boy Scout Leader (Germany),
  - St. Thomas More Youth Group,
  - Advisory Board for Oakland Technical Schools,
  - Red Cross Blood Donor
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