

KENNETH MILLER

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QUALIFICATIONS SUMMARY

An experienced **Pool and Spa Professional** with 10+ years of experience in sales, customer service, management and construction/installation of pools and spas.

- Excellent track record in completing and winning job bids.
- Completed jobs on schedule and on budget.
- Expertise in resolving customer service issues.
- Able to accurately comprehend pool dig specifications and execute pool construction.
- Managed and trained employees in pool construction.
- Knowledgeable of a wide variety of pool and spa equipment and products.

PROFESSIONAL EXPERIENCE

ABC Inc. – Any Town, NY

2003 to 2005

Retail Reset Merchandiser

- Utilized plan-o-grams to perform resets and new item cut-ins.
- Successfully completed all jobs by time requested.
- Ability to complete duties under minimal supervision.
- Ability to maintain a professional attitude at all times.

XYZ CORP. – Any Town, NY

2004 to 2008

Retail/Pool Tech

- Testing pool water for a number of different chemicals.
- Troubleshooting problems and questions about repairs and types of chemicals.
- Out in the field driving the routes for commercial and residential pools.

BCD Inc. – Any Town, NY

2000 to 2004

Retail Co-Owner

- Controlled and managed store front involving 8 installation crews, 3 demolition crews, and 2 quality control representatives.
- Sold residential and commercial flooring materials.
- Responsible for marketing, sales, and administration involving 4 back office and 3 front office personnel.
- Sales encompassed retail distribution of ceramic tile, hardwood flooring.
- Provided in-depth technical support, back office operations, and administration.

EDUCATION/LICENSES

Associate of Arts in General Studies • NEW YORK JUNIOR COLLEGE – New York, NY