

VAN S. MAXWELL-MILLER

718 Bigelow Drive, Aberdeen WA, 98520- vsm2@evergreen.edu – (360) 268-2544

OBJECTIVE

To secure acceptance into the Evergreen State College M.P.A. program with emphasis on tribal governance.

EDUCATION

High School:

San Dieguito Academy, San Diego, CA: 2004-2008

High School Art Graduate

Focus on woodworking, painting, metalwork, and Communications. Regular participant/contributor to peer-founded student TV station, which created environmental and socially aware commentary for students and staff.

Community College:

Cuesta College, San Luis Obispo, CA: 2016-2018

Communications, Political Science, Government & Music Appreciation

36 Earned Credits

Grays Harbor College, Aberdeen, WA: 2018-2019

History of the Pacific Northwest, Chemistry, English, Writing, Technical Writing, and Sociology

25 Earned Credits

Bachelor of Science (B.S.):

The Evergreen State College, Olympia, WA: 2019-2022

Programs: Introduction to Environmental Studies, Analyzing Permaculture Systems, Intermediate Macroeconomics, Integrated Natural Studies, Agroforestry Systems, Freshwater Ecology and Hydrology, Sustainability and Symbiosis

124 Credits Earned 36 Credits Upper Division Science

Master of Environmental Studies (M.E.S.):

The Evergreen State College, Olympia, WA: 2022-2024

Focus: Ecological Economics, Global Trade and Economics, Petroleum, Fusion, and other Alternative Energy Technologies and Economics, Public Policy, Decolonization, Climate Justice, Traditional Ecological Knowledge, Native American Studies, Sustainability, Archives, GIS, Geology, Cartography, and Unmanned Aerial Vehicle FAA 107 (drone) training.

Research Assistant: Alternative Energy Systems, Alternate Economic models, Climate Justice and Ecofeminism

32 core credits, 24 elective class credits, 8 independent learning contract credits, 16 thesis credits

Certifications:

ESRI GIS:

*International Introductory Exam for Certification
Python For GIS
In Progress of International Associates Exam in
ArcGIS pro*

Unmanned Aerial Vehicle:

*FAA 107 exam for Drone Flight
Mapping Data Points Remotely*

Additional Skills

Highly Proficient in R, with the use of R-Studio and Python including ArcPython.

Peer Counseling and Crisis Management Trained

Skilled in Advanced Digital Drone Mapping, Piloting, Mission Planning and Program Management

Adept in Project and Time Management

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WORK EXPERIENCE

Grand Pacific Resorts Corporate Office - Lead of Owner Referral - Carlsbad, CA

Feb 2015-Dec 2015

- Reorganized Owner Referral Department
- Used Excel, Word, Salesforce and wrote computer programming to comb through referrals from new and past owners, which identified and assisted their motivation to become future owners
- Contacted and created relationships with current owners to increase lead quality, establish more leads, and determine if owners were eligible for tours and upgrade
- Formed a production team to utilize leads and created the scripting to achieve increased productivity
- Under my direction, the Owner Referral Department sales/to-call ratio of success increased from 7% to 38% in a six-month period
- 75% of sales were to clients who purchased full ownership (vs partial ownership), which created several hundred thousand dollars in revenue within that 6-month period
- Held weekly team meetings to increase productivity
- Met with management (including CEO and VP of Sales) bi-weekly to review reports on success and new ideas to increase that success

GameStop - Lead Game Adviser - Phoenix/Reno/San Diego, AZ/NV/CA

May 2014-June 2015

- Highest customer satisfaction surveys in district
- Highest credit card application approval in district
- Provided customer service and utilized solution-based selling
- Created and led game tournaments on release nights of major titles
- Managed store cleanliness and organization

Concentrix - Sales Associate/Team Lead - Phoenix, AZ

January 2014 – July 2014

- Consistently maintained personal sales average of 70% (with a company goal of 55%) and upgrades 29% (with a company goal of 17%)
- Converted inbound calls for trial membership into sales opportunities
- Coached co-workers on call efficiency
- Trained new associates on quality assurance and call flow
- Rewrote script into call flow for efficiency and shared with associates for a 10% increase of sales over a 90 day period

Cable One - Web Sales Lead - Phoenix, AZ

August 2013 – January 2014

- Consistently maintained personal sales average at 2.0 to 2.5 Revenue Generated Units, exceeding the department average of 1.5
- Processed Inbound and Outbound calls for completed and incomplete orders
- Programed data spreadsheets of personal and department averages
- Maintained a sales closing average of 89%

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- Coached co-workers on call flow, sales process, and quality assurance

Vape-Tec, Marketing Specialist, West Coast Division

June 2012 – August 2013

- Outlined workflow processes to increase the efficiency of the marketing organization by 60%
- Produced campaign analytics reports and assisted with the development, writing, and communication of marketing plans, promotional recaps, creative briefs, project recommendations, and presentations
- Ensured that all locally developed creative marketing materials underwent brand review and adhered to strict brand guidelines, as well as analyzed marketing and competitive data to support company development
- Developed opportunities to add additional value to other department initiatives, including Internet marketing, direct marketing, trade show development, etc.
- Participated in weekly sales training sessions that were designed to inform and instruct others in the company about marketing activities and initiatives
- Trained employees in sales and marketing brand name to ensure quality control
- Trained supervisors and management in IEX

So-Cal Soul, Owner, San Diego, CA

May 2010 – October 2012

- Responsible for overall leadership, growth and direction of So-Cal Soul which included budgeting, sales, advertising and providing exceptional customer service
- Bid and planned events for commercial customers
- Point of contact for customers, successfully targeted and achieved high levels of customer satisfaction through excellent service
- Administered accounts receivable, accounts payable, employee payroll, as well as purchase of supplies and inventory
- Trained employees in every department from sales, marketing, cash management, HR, bartending, security, and general customer service.

E Street Café – Manager/Barista - Encinitas, CA

July 2009 – February 2010

- Ensured delivery of budgeted sales and sustained growth, and championed customer service standards
- Optimized stock availability and kept records of food/product quantities, as well as rotated food supplies to maintain optimum quality
- Managed, motivated, and developed staff skills through supervision, training, and effective recruiting
- Ensured health and safety requirements were met through supervision of food preparation, cooking, and service activities
- Prepared beverages and food focused on quality control and customer satisfaction

VOLUNTEER & LEADERSHIP POSITIONS

MC Donald's Treatment Center, San Diego, CA

February 2009 - October 2012

Peer Support

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Arizona State Conference For Young People's Conference for Sobriety, Phoenix, AZ

May 2013 – October 2013

Bylaws

Hospital and Institutions Public Information for Sobriety, Phoenix, AZ

January 2014 – February 2015

Treasurer

References:		
Toni, Fenton, M.P.A. <i>The County of Benton Records</i> Rogers, AR 92756 (479) 640-7553	Ken Tabbutt, Ph.D. <i>The Evergreen State College</i> <i>Undergraduate Adviser</i> Olympia, WA 98512 (360) 867-6558	Tom Womeldorff, Ph.D. <i>The Evergreen State College</i> Olympia, WA 98512 (360) 867-6064
Chris Portmann, Ph.D. <i>The Grays Harbor College</i> <i>Sociology</i> Aberdeen, WA 98520 (360) 538-4014	Rose Pfanner, M.A. <i>Independent Television Producer</i> Encinitas, CA 92024 (760) 994-5054	Kathleen Saul, Ph.D. <i>The Evergreen State College</i> <i>Graduate Adviser, Thesis Reader</i> Olympia, WA 98512 (360) 867-6511
Mike Ruth, Ph.D. <i>The Evergreen State College</i> <i>ESRI Programs Instructor</i> Olympia, WA 98512		