

# Janice Mills

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**OBJECTIVE** To correlate administrative, operational and customer service experience into a sales support opportunity.

**SUMMARY** As a professional, I am focused and possess a long history of handling challenging duties in dynamic and personally demanding environments. As an entrepreneur, I am a proven self-starter who enjoys creating effective interpersonal relationships, maintaining discipline and serving my customer. Ultimately, I use organizational, planning and communication skills to build excellent performance results and meet objectives.

- Strengths**
- Client Management
  - Verbal Communications
  - Interpersonal Relationships
  - Bookkeeping
  - Public Relations
  - Organization
  - Administration
  - Project Management
  - Sales
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## EXPERIENCE

1988 - present

### BUSINESS OWNER/FOUNDER - JANICE'S CHILD CARE SERVICE

**Overview** What began as a simple response to the need to add income to meet a family budget has over the past ten years grown into a thriving business that generates over \$85,000 per year.

**Challenge** Operationally, I have set up a tiered rate plan that is determined by the number of days per week that service is needed, i.e., 1/2/3/4/5 days, with the average weekly fee of \$200 and includes a premium charge for time over 8 hours.

**Challenge** Since most of my clients are corporate professionals with demanding expectations, in order to win new clients, I am interviewed by phone and in person, then I make a live presentation within the context of a typical day, (of all my presentations, I have never been rejected).

**Duties**

- Developed a community marketing plan and created all business literature.
- Created all programs, administrative processes and in-house policies to comply with State of Illinois regulatory guidelines.
- Focus on building relationships with the parents as well as the children.
- Present a professional teaching curriculum that is organized, structured and changes each month which is delivered to students up to 12 years old.

**Results**

- Program success is so strong that since the first year of business, I have been at 100% capacity for over 10 years.
- Average length of stay is 4 years.
- Received over 4 dozen letters of appreciation from satisfied clients.

## ADDITIONAL SALES EXPERIENCE

1991 - 1996

Sales Associate, **RUBY'S CHILDREN BOUTIQUE**

**Overview** These two positions were held concurrent to maintaining a business. I worked on weekends an average of 20 hours and thrived in the retail environment by building rapport, discerning needs and providing customer service that was personal and considerate.

## PROFESSIONAL

Active Member of Wheaton Glen Ellyn Day Care Association