

Elaine Miller

Resume: Public Internet Version

elaine@TECHDONKEY.com | Greater Vancouver, BC

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PROFESSIONAL SUMMARY

Accomplished and detail-oriented professional with over 25 years of experience in business ownership, data systems creation, technical records management, and technology problem-solving. Successfully transitioned from running a thriving retail business to providing technical, administrative, and project-based services. Highly skilled in implementing efficient workflows, creating custom data systems, managing large datasets, and training diverse teams. Recognized for strong organizational skills, discretion, and the ability to translate complex technical concepts into clear, accessible language. Passionate about structure, systems, and community impact.

KEY SKILLS

- **Technical:** Microsoft Office Suite (Excel, Access DB, some Visual Basic), Linux/Apache/MySQL/PHP stack, WordPress, Adobe Photoshop, POS systems, database design and management, cloud-based and self-hosted software integration, hardware troubleshooting.
- **Administrative:** Budgeting, payroll, scheduling, records management, report generation, policy creation, process improvement, compliance.
- **Interpersonal:** Customer service excellence, staff training and mentorship, stakeholder communication, conflict resolution, team leadership.
- **Project Management:** System implementation, workflow optimization, multi-stakeholder coordination, archival digitization projects.

SELECTED ACHIEVEMENTS

- Founded, grew, and successfully sold a retail business that served thousands of clients over 13 years.
- Designed and implemented a fully customized consignment and sales tracking system integrating MS Access, Excel, POS, and external cloud tools.

- Managed business operations through the COVID-19 pandemic, adapting workflows to meet safety regulations and repay all government loans.
- Led the digitization and archiving of thousands of confidential community records for preservation in the provincial archives.
- Built and maintained websites and data systems for clients across industries, providing ongoing training and support.

WORK EXPERIENCE

Techdonkey.com Nerd Services — Business Owner *(Jan 2003 – present)*

Burnaby, BC & Remote

- Provide technical consulting, system troubleshooting, and custom workflow design for individuals and small businesses.
- Digitize and archive large physical and digital record collections, ensuring long-term accessibility and data integrity.
- Build and maintain websites using self-hosted and cloud-based platforms; perform regular updates and backups.
- Train clients in software use, security best practices, and efficient data management.

East Side Re-Rides Motorcycle Gear Consignment — Business Owner & Manager

(Aug 2011 – Nov 2024)

Vancouver, BC

- Founded and operated a successful retail consignment store, managing six employees and over 5,000 consignors.
- Developed operational policies, staff training programs, and customer service standards.
- Managed payroll, scheduling, and HR functions in compliance with employment standards.
- Implemented custom technology systems to manage inventory, sales, and reporting, reducing errors and improving efficiency.
- Led marketing initiatives including social media, email campaigns, and community engagement.

- Oversaw financial operations including budgeting, forecasting, and vendor negotiations.

VOLUNTEER & COMMUNITY INVOLVEMENT

- LGBT+ Archives Project: Digitizing and organizing decades of historical records for preservation in the BC provincial archives.
- Collaboration with SFU researcher to staticize and preserve a defunct LGBT+ community messageboard for future academic study.
- Community outreach and advocacy in the Vancouver LGBT+ community for over 25 years.

EDUCATION

High School Diploma (Honours), 1986

Extensive self-directed education in technology, business management, archival practices, and information systems.