

ANTONETTE MILLER

CONTACT

435.238.0828
tonicmiller12@gmail.com
3455 S Marth Rd., Palmer, AK

EDUCATION

Southwestern Community College,

2003-2004

Western Governors University
2025-Current
Business Finance

SKILLS

- Microsoft Office
- Spreadsheets
- Google Suite
- Zoom
- Quickbooks
- Customer Service
- Analytical thinker

ACHIEVEMENTS

The National Society of Leadership and Success
2026

WGU Leadership Certificate
2026

WGU Strategic Thinking and Innovation Certificate
2026

OVERVIEW

Dynamic individual with a talent for navigating challenges and an objective to produce high-quality results in any position held. Experience in managing schedules, event planning, bookkeeping, basic accounting, hiring and developing staff, and improving business processes. Skilled in customer service and relationships, creating and developing effective systems, and good old hard work.

WORK EXPERIENCE

Veil & Vine Wedding and Events Venue – Palmer, AK

General Operations Manager 2025 - Present

Oversee day-to-day operations of a growing wedding and events venue, ensuring efficient coordination across sales, planning, service, set-up, and event execution. Member of the financial team; responsible for bookkeeping, basic accounting and budget development. Contributed to approximately 20% annual growth in events and revenue through improved operations, systems, and customer experience.

- Developed and implemented business structures, operational systems, and processes to improve efficiency and support continued business growth. –
- Identified pressure points and inefficiencies, developed solutions, and implemented improvements.
- Manage the full administrative lifecycle of events, including drafting contracts, maintaining required documentation, billing, and managing the venue calendar to prevent double bookings and scheduling conflicts.
- Develop and implement employee training to establish consistent procedures, service standards, and expectations. Collaborate across multiple departments using Google Workspace and industry-specific event planning software to coordinate information, timelines, resources, and event requirements.
- Manage client communication from initial inquiry through event execution, building relationships with prospective and current clients through responsive service via email, phone, text, and Zoom.

Events Coordinator 2024 – 2025

Successfully planned and coordinated 19 weddings within a 10-month period, with events executed across a concentrated three-month wedding season. Built strong relationships with couples and their families, serving as a primary point of contact throughout the planning and execution process. Used creativity, communication, organization, and problem-solving skills to develop and execute successful weddings and events.

- Scheduled venue tours, responded to client inquiries, and converted prospective clients into booked events. Managed the contract process from proposal through execution, ensuring timely completion of required documentation and client communications.
- Conducted in-person and virtual planning meetings with couples and their families to develop event plans tailored to their needs and vision.
- Collaborated closely with sales, design, kitchen, setup, and cleanup teams to ensure seamless execution of weddings and events.

- Identified operational bottlenecks and developed solutions to improve processes, communication, and event execution.

Grants Pro, LLC- Palmer, AK
Grant Writer 2023 – present

Work closely with Clients to gather and compile documents and detailed project information in accordance with Grant Opportunity Requirements. Complete the grant application and submit the required information by the deadline. Successfully secured over $12M for non-profit and government organizations in Alaska.

- Study and understand detailed and complicated Notice of Funding Documents. Create an outline; gather and write supporting documents.
- Using strong research, writing, and communication skills, tell the client's story through narrative, budget, and supporting documents
- Coordinate with the community for support letters for each project.
- Specialize in creating budgets and grant reporting.

Alaska Backcountry Adventure Tours – Palmer, AK
Guest Experience Team Member 2022-2026

- Streamlined check-in processes for improved efficiency and reduced waiting times for guests.
- Increased repeat business by providing exceptional service and creating a welcoming atmosphere.
- Provided knowledgeable recommendations for local attractions, restaurants, and transportation options to enhance guests' stay experience.
- Handled financial transactions accurately, processing payments and refunds as needed.
- Collaborated with team members to ensure a seamless guest experience from arrival to departure.

Self-Employed: Vacation Rentals and Residential Construction Company
Owner/Manager 2018-2024

- Developed and implemented business strategies to enhance operational efficiency.
- Managed financial operations to ensure fiscal responsibility, including budgeting, forecasting, and financial reporting.
- Established strong customer relationships through excellent communication and attentive service.
- Strengthened company reputation by consistently meeting or exceeding customer expectations in terms of quality products/services offered.