



Martha Miller

MBA, CAP-OM

DIRECTOR

Experience

Ms. Miller, with over 25 years of experience providing daily operational and administrative functions, brings a highly organized and detail-oriented approach to prioritizing, completing and following through to achieve project goals. Her ability to act independently and as a self-motivated professional enables her to grow positive relationships with customers and colleagues at all organizational levels. This is done in conjunction with managing the day-to-day processes associated with supporting the partners of The MFA Companies®.

Martha offers significant experience in self-directed positions requiring effective supervisory and administrative abilities. She has proven interpersonal, communication and multi-tasking skills and is an adaptable team player recognized for her willingness to improvise, improve procedures and meet demanding deadlines.

Martha actively engages in proactive and successful customer relation and account servicing programs and is a constant contributor in the development of new and improved customer satisfaction strategies. She assists in annual training program development to support customers in meeting and understanding their fiduciary responsibilities. Martha also serves as secretary of the Firm's Investment Committee.

Expertise

- Management of multiple executive schedules
- Coordination of project-based work
- Information management support
- Supervision and training of administration staff
- Fiduciary liability meeting documentation
- Fiduciary education training
- New customer and prospect coordination
- Customer and account servicing
- Customer satisfaction strategies
- Marketing communications
- Event coordination

Education

- MBA – Master of Business Administration; Bentley College
- BS – Business Management, *Cum Laude*; University of Massachusetts, Lowell

Certifications

- CAP-OM – Certified Administrative Professional, Organizational Management

Professional Affiliations

- International Association of Administrative Professionals
- Notary Public, Commonwealth of Massachusetts