

Chad Miller, Business One Stop Content Coordinator/Business Specialist, West Virginia Secretary of State's Office

Chad Miller is the Business One Stop Content Coordinator and a Business and Licensing Specialist for the Office of West Virginia Secretary of State. Chad specializes in creating and publishing online content for both the West Virginia One Stop Business Portal, and the Secretary of State's Business and Licensing Divisions' online content. In addition, he manages more than 100 online PDF documents making up the complete inventory of forms and applications for the Business and Licensing Divisions. A graduate of Marshall University's Lewis College of Business (Huntington, West Virginia) with a Bachelor of Business Administration degree, Chad's most recent accomplishments include creating and publishing the Secretary of State's online *New Business Startup Wizard*, currently nominated for two national merit awards (*State Scoop 50 Awards* and *IACA National Merit Award*). He also played a critical role in publishing, simultaneously, the new WV One Stop Business Portal and the revamped Secretary of State website. A strong believer in providing exceptional customer service, Chad focuses on ever improving both the online and in-person customer experience for his organization's business customer base. His many and varied interests include spending time with family and friends, gourmet cooking, classic films, music, fine art and photography, enjoying the great outdoors, and fishing.