

Nicole Miller

Director of Operations

millern@sva.com 608.826.2690

Nicole is the Director of Operations at SVA Certified Public Accountants.

She brings a strong focus on client experience, operational efficiency, and strategic communications to the firm's continued success. She is responsible for leading initiatives that streamline internal processes, strengthen collaboration, and support the delivery of a consistent, high-quality client experience. In addition, Nicole partners with teams across the firm to identify opportunities for improvement and implement solutions that support long-term client relationships and firm growth.

Since joining SVA in 2019, Nicole has held various positions within the firm's operational team, developing a comprehensive understanding of its processes, systems, and client service needs. She is passionate about continuous improvement, leveraging technology, standardization, and effective communication to enhance efficiency and create meaningful improvements for both clients and employees.

Working closely with SVA's leadership team, Nicole helps advance firmwide operational priorities, guide technology and process improvement initiatives, and support change management efforts. Her collaborative approach and commitment to SVA's mission to "Serve People Better" help ensure operational strategies align with the evolving needs of the firm and its clients.

Prior to joining SVA, Nicole held roles in project leadership, strategic communications, and business process improvement. She holds a Master of Science from the University of Wisconsin – Madison and a Bachelor of Arts from the University of Wisconsin – Oshkosh.

Areas of Expertise

- Operational Strategy
- Client Experience
- Process Improvement
- Strategic Communications
- Change Management

Education

University of Wisconsin—Madison

- Master of Science

University of Wisconsin—Oshkosh

- Bachelor of Arts

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