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|  | **Ronald A Hopkins**mrhopkins.rh@gmail.com  /  H: 720-229-5543 19086 Randolph Pl, Denver, Colorado 80249 |

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| **Summary** |

Dynamic sales executive, leader and consultant with 5+ years of combined experience boosting revenues. Skilled in building top-performing sales forces via development and roll out of comprehensive training programs, providing staff with the knowledge, resources, strategies and motivation to surpass objectives. Accomplished in the cultivation of productive relationships that result in new business, top brand loyalty and enhancements in competitive performance.

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| **Skills** |

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| * Key account generation
* Market research and analysis
* Sales forecasting
* Sales presentation development
* Strong lead development skills
 | * Pipeline management
* Consultative sales techniques
* Excellent negotiating tactics
* Merchant statement cost & profit margin analysis
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| **Experience** |

Senior Sales Executive / ASF Payment Solutions - Highlands Ranch, CO  *05/2015 – 3/2020*

* Improved profitability and developed pipeline by utilizing multiple marketing channels and sales strategies.
* Leveraged trends in customer industries and marketplaces to shape solutions and approaches.
* Drove revenue to over $1,000,000 in a month, cultivating relations with owners to maximize portfolio and save customer costs.
* Presented products and features to customers, responded to concerns and redirected objections.

Client Support Specialist / ASF Payment Solutions - Highlands Ranch, CO  *08/2013 - 05/2015*

* Researched, identified, and responded to client inquiries expeditiously, providing reactive and proactive customer support.
* Provided subject matter expertise in ASF Payment Solutions software platform, Business Financials, and billing services to administrative and professional staff, including answering questions, troubleshooting problems and training on specific uses.
* Demonstrated strong sense of ownership for customer issues, displaying empathy and maintaining productive dialogue throughout open requests.

Customer Service Team Lead / ASF Payment Solutions - Highlands Ranch, CO  *09/2011 - 08/2013*

* Ensured performance standards are met & exceeded by assisting with employee development & supervising 15-20 representatives providing guidance for account management
* Reviewed Health Club & Martial Arts member contractual policies to establish and enforce rules when customers request to cancel member agreements or change billing parameters, resolving escalated customer service inbound calls.
* Utilized active listening skills and asked open-ended questions to ascertain customer call needs.

Receiving Manager / Party City - Aurora, CO  *02/2008 - 08/2011*

* Oversaw a 8-person stock team, including setting schedules, delegating assignments and training new employees.
* Inventoried store merchandise and addressed discrepancies to maintain record keeping validity.
* Managed receiving inbound deliveries verifying accuracy based on purchase orders
* Maintained detail records f delivered merchandise for inventory evaluation readiness

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| **Education and Training** |

Denver Automotive & Diesel College - Denver, CO  *2005*

Some College (No Degree): Diesel Technology

* Completed professional development in Automotive & Diesel Technology in a classroom & hands on settings

Montbello High School - Denver, CO  *1996*

High School Diploma

General Studies

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| **Accomplishments** |

Achieved highest sales productivity in company history via key partnerships resulting in revenue growth