

MICHAEL A. HOPKINS

PROFESSIONAL SUMMARY

- To seek an entry level position with a professional organization where I will have an opportunity for personal growth and advancement.
- Innovative leader skilled at employee motivation, creating optimal work environment, building teams with the ability to think creatively and ensuring maximum performance.
- Keen understanding of customer needs exploiting strong listening communication and interpersonal skills, able to eliminate cultural/social barriers and adapt to business protocols within global environment.
- Able to quickly comprehend, adopt and utilize new environments.
- High degree of business intellect with the ability to manage multiple functions simultaneously.

PROFESSIONAL EXPERIENCE

WHITERS ENTERPRISES INC. Atlanta, GA MARCH 2003 – 2007
EZ Emission and Supply – Contract

- Assisted in the implementation of multiple startup projects to increase the profit margins in all areas of the business.
- Work with employees relations in order to improve the understanding of processes and procedures of the working environment.
- Resolve problems and assist with project implementation to identify inconsistencies in billing processes.
- Serve as the liaison between management and customer relation to resolve customer complaints.

THE NEWS GROUP Atlanta, GA AUGUST 2000 – FEB 2002
Key Account Merchandiser

- Ordered periodical to be distributed to outside vendors.
- Interacted on a daily basis with receiving department to ensure that merchandise was shipped in a timely manner.
- Tracked all inventory that was outgoing and incoming.

TRITON MARKETING, LLC (TCBY) Atlanta, GA NOVEMBER 1996 – JULY 2000
Assistant Manager

- Handled cash flow operation.
- Managed the process for organization activities and provided feedback o the support staff.
- Provided customer assistance to ensure customer satisfaction and service level were met.

HARTSFIELD HOSPITALITY Atlanta, GA DECEMEBER 1995 – JUNE 1997
Supervisor

- Responsible for overseeing four TCBY yogurt stores.
- Maintained work schedules for 12 employees
- Responsible for petty cash, accounts payable and receivable.

EDUCATION

Atlanta Technical College
Arnolds Cosmetology School

Associate of Science Degree
Master Cosmetology Degree