

# JON PROPER

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## PROFESSIONAL SUMMARY

Results-driven sales professional with a background in operations, client relations, and revenue growth. Proven success in building relationships, strategic thinking, and leveraging CRM tools like Salesforce. Highly motivated to transition into a Sales Development Representative (SDR) role, bringing strong communication, cold-calling expertise, and a growth-oriented mindset.

## SKILLS & COMPETENCIES

- Lead Generation & Cold Calling
- Salesforce & CRM proficiency
- Relationship Building & Client Management
- Strategic Thinking & Problem-Solving
- Time Management & Prioritization
- Microsoft Office Suite

## WORK EXPERIENCE

### **Operations Director** | Chiller Ice Rinks – Columbus, OH | **2017 – Present**

- Increased Spring hockey league revenue by **80%** since 2021.
- Lead two of the top three most profitable locations.
- Build and maintain strong client relationships.

### **Facility Supervisor** | City of Dearborn – Dearborn, MI | **2015 – 2017**

- **Increased advertising revenue by 25%** through cold-calling and new client acquisition.
- Established an inventory control system to track purchases and sales.
- Negotiated vendor pricing to optimize costs.

## EDUCATION

### **Master of Science in Sport Management** | Ohio Dominican University, Columbus, OH | **May 2019**

Relevant Coursework: Project Management, Leadership & Change Management, Finance

### **Bachelor of Science in Recreation Management** | Brigham Young University, Provo, UT | **Dec 2014**

- Led an internship project to establish a new student donation program for the BYU Cougar Club, increasing scholarship fundraising.

## ADDITIONAL EXPERIENCE

### **Volunteer Representative** | Church of Jesus Christ of Latter-Day Saints – Brazil

- Prospected & engaged **100+ new contacts weekly**.
- Led teams of 6-20 volunteers, developing leadership & coaching skills.

### **Zamboni Driver** | Columbus Blue Jackets (NHL)