**PAUL HOPKINS**

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**Objective: To obtain the position of Data Intelligence in District of Kent - Chilliwack, BC.**

Having worked with award winning companies that were recognized for their excellence, I understand the value and importance of taking initiative.

Software knowledge experience includes and not limited to includes Microsoft Office, SQL, ODBC relational databases, Firebase, Integrated Dealer Systems (IDS), Reynolds and Reynolds, PBS Titanium, Microsoft Server, Visual Basic using Crystal Reports, Web Development Software, Remote Desktop Applications just to name a few.

**EMPLOYMENT HISTORY**

**Service Operations Manager, Fraserway RV, Abbotsford, BC**

September 2015 – August 2016

* Managed the day-to-day operations of a 30-bay RV Service and Paint/Body Shop ensuring the success of 40+ full time employees.

**Director of Parts and Service, Arrkann Trailer & RV Centre, AB**

October 2003 – August 2015

* + Director of Parts and Service 2014-2015
  + IT Solutions Consultant 2009-2014
  + Fixed Operations Manager 2009-2014
  + Service Manager 2005-2009
  + Parts Manager 2003-2005
* Transformed a Parts and Service division in a single facility operation with nine parts & service employees into one of Alberta’s larger family-owned RV dealership service networks ensuring the success of over 40+ full time positions while increasing profits and receiving multiple promotions.
* Established an incentive program for all parts and service employees which rewarded employees for tangible efforts. Data from several different key factors from multiple sources were collected, imported and assembled. Reports generated were unique to each employee detailing their performance, income benefit and comparisons to their group segment. Significant improvements occurred in both performance and morale.
* Responsible for maintaining hardware, software systems, licensing, websites, domain names, intranets, email servers, domain servers and schedule servers at different times resulting in increased communication, support and customer awareness.

PAUL HOPKINS, CONTINUED

* Spreadsheets designed included sales heat sheets (pending, sold not delivered, trends), inventory location management, budget models, forecast models, sales targets and technician efficiency ensuring accuracy and saving employee hours.

**Fixed Operations Manager, Vellner Leisure Products, Red Deer, AB**

August 2002 – September 2003

* Managed a team of ten employees including a Parts Manager, Service Manager and Shop Foreman.
* Assisted administration with the replacement of several desktop computers while providing uninterrupted day to day services.

**Sales Manager, RV City, Morinville, AB**

March 1987 – July 2002

* + RV & Polaris Sales Manager 2001-2002
  + RV Parts & Polaris Manager 1998-2001
  + RV Parts Manager Fall 1987-2001

* Starting as the only Parts employee in the dealership, I positioned myself to grow the parts department to a team of nine. During this thirteen year period, the parts department saw an increase of over 1700 percent.
* Additional projects included telephone and traffic tracking and recording to assist with seasonal trends for all customer impacted departments.
* Developed a program integrating SQL, creating a digital sales opportunity board helping managers provide customers an adequate salesforce support for walk-in opportunities and be-back appointments.
* Assisted with IT Services on a regular basis.

**RELAVENT EDUCATION & CERTIFICATES**

* 2009 Dale Carnegie Graduate, Human Relations Award Recipient, Outstanding Performance Recipient
* 2001 Organizational Behavior – Grant McEwan College
* 2000 Principles of Management – Grant McEwan College
* 1997 HondaCom 2000 – Dealership Portal Systems
* 1990 Reynolds & Reynolds Information Systems
* 1987 Full-Time 1st Year Electronic Service Technician
* 1986 Grade 12 High School Diploma – Georges H Primeau High School, Morinville, AB