

BRANDON LOPEZ

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ACWORTH, GA

EXPERIENCE

Customer Support Representative

Summit Integrated / September 2022 - March 2024

Working alongside customers to address and resolve technical issues in bespoke AV installations in churches across the nation.

- Provided exceptional **customer service** and technical support to clients in the AVL industry, addressing inquiries, troubleshooting issues, and resolving customer concerns.
- Utilized **CRM software** to manage customer interactions, track support tickets, and maintain accurate records of customer communication and feedback.
- Utilized product knowledge and **sales techniques** to identify and capitalize on **sales opportunities**.
- Acted as a liaison between clients and internal departments, coordinating with sales, technical support, and operations teams to ensure timely resolution of customer issues.

Account Executive

T&LK Creative / March 2021 - September 2022

Oversight of sales process and content strategies at T&LK Creative. Developed and implemented strategic sales plans to identify new business opportunities and **expand market reach**.

- Creation and documentation of **sales pipeline**, including **sales cadence** and **prospecting strategies**.
- Managed a portfolio of key client accounts, driving **revenue growth** through upselling and cross-selling of video production services.
- Provided ongoing support and **communication** to clients throughout the project lifecycle, ensuring high levels of satisfaction and retention.

Creative Director

Influencers Church / January 2019 - November 2019

Provided leadership and **management** of creative team while providing creative direction for all content produced for US campuses.

- Provided **leadership** and guidance to volunteers and staff members involved in creative projects, fostering a collaborative and supportive work environment.
- Collaborated with ministry leaders to align efforts with the church's mission and values, ensuring consistency in messaging and branding.
- Cultivated strong relationships with congregation members and community stakeholders, fostering a sense of belonging and loyalty.

EDUCATION

Bachelor of Science / Communications

Kennesaw State University / 2019

CERTIFICATIONS

- Technology Sales / Course Careers - May 2024
- Digital Marketing / Udemy - August 2019

TECHNICAL SKILLS

- Sales Prospecting & Pipeline Management
- System Strategy & Process Standardization
- Communication & Interpersonal Skills

SOFTWARE SKILLS

- CRM (Nutshell, Salesforce, Hubspot)
- Sales (LinkedIn Sales Navigator, Apollo.io, Salesloft, Hunter.io)
- Productivity (Notion, Asana, Monday, ClickUp)
- Help Desk (FreshDesk, Zoho, Zendesk)