

Dr. Ben Sorensen

Vice President, Training

Dr. Ben Sorensen provides leadership training, sales training, and executive coaching to corporate and non-profit organizations around the world and across a wide spectrum of industries. Ben trains thousands of senior executives every year. During the past ten years, Ben has become best known for his rich mix of corporate experience, non-profit work, and teaching ability. Ben focuses on teaching practical, proven skills while customizing all material to the specific needs of each client.

Ben co-authored *Customer Tells: Delivering World-Class Customer Service by Reading Your Customer's Signs and Signals* (Kaplan Publishing, 2007), which focuses on how to communicate effectively and deliver exceptional customer service.

Prior to joining Optimum Associates, Ben excelled in pharmaceutical sales and financial services. He worked for PricewaterhouseCoopers and Pfizer, where he was one of the top-producing health care representatives.

Ben has earned multiple degrees at the graduate and doctorate level which include a Juris Doctor from Georgetown University Law Center (2007), a Master of Science of Strategic Intelligence from the National Intelligence University (2013), a Doctor of Ministry from Amridge University (2013), and a Master of Arts of Leadership from Duquesne University (2002).

Ben currently serves in the U.S. Navy Reserve as a Lieutenant specializing in Intelligence and is stationed at the Pentagon. He has earned several awards including the Global War on Terrorism Service Medal and the Navy and Marine Corps Achievement Medal.



Quick Facts

- Trains thousands of senior executives globally each year
- Earned multiple degrees including a Juris Doctor from Georgetown University Law
- Co-authored the book "*Customer Tells*"
- Serves as a Lieutenant in the U.S. Navy Reserve, specializing in Intelligence

Areas of Expertise

- Executive Coaching
- Customer Service
- Collaboration
- Organizational Savvy
- Feedback Systems
- Sales Effectiveness
- Optimizing the Matrix

Partial Client List

- PepsiCo
- Disney
- DIRECTV
- T. Rowe Price
- MGM Mirage
- Prudential
- Magna Powertrain

www.optimumassociates.com
