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Amanda Perez

A sales associate with robust experience at prominent retail giants such as Walmart and the Apple Store. Hold bachelor's degrees in business administration and marketing from Florida State College, enhancing adeptness in fostering customer relations, surpassing sales goals, and mentoring team members. Commended for leveraging extensive product knowledge, strong communication skills, innovative sales strategies, and certified professional status to consistently drive customer satisfaction and meet sales targets.

PROFESSIONAL EXPERIENCE

SENIOR SALES ASSOCIATE

APPLE STORE, JACKSONVILLE, FL | JUNE 2020 – PRESENT

- Build and maintain strong relationships with a wide variety of customers, consistently achieving customer satisfaction scores above 90%
- Regularly exceed individual sales targets by 15 to 20%, contributing significantly to the overall team's monthly and quarterly goals
- Mentor and train new hires in product knowledge and effective sales techniques, with mentees achieving their sales targets 25% faster than average

SALES ASSOCIATE

THE HOME DEPOT, JACKSONVILLE, FL | JULY 2018 – MAY 2020

- Utilized comprehensive product knowledge to meet customer needs effectively, contributing to a store-wide increase in customer satisfaction by 10% within three months
- Consistently met or exceeded individual sales targets, boosting overall store sales by 5% during tenure
- Proactively identified upselling opportunities and collaborative sales strategies resulting in an increased average transaction size by 15% from 2019 to 2020

EDUCATION

Bachelor's Degree in Business Administration

Florida State College, Jacksonville, FL | May 2021

City, State Abbreviation Zip Code

(123) 456-7890

email@example.com

LinkedIn | Portfolio

KEY SKILLS

- Customer relations
- Product knowledge
- Sales strategy development
- Training and mentoring

CERTIFICATIONS

- Certified Professional Sales Person (CPSP), National Association of Sales Professionals (NASP), May 2022