

Michael Harris

Senior Sales Associate

A sales associate with robust experience at prominent retail giants such as Walmart and the Apple Store. Holds 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.

EDUCATION



Bachelor of Business Administration

Florida State College
Jacksonville, FL | May 2021

KEY SKILLS



- Customer relations & needs assessment
- Team mentoring & training
- Sales strategy development

PROFESSIONAL EXPERIENCE



Senior Sales Associate | Apple Store, Jacksonville, FL
June 2020 – Present

- Built and maintained strong customer relationships, achieving satisfaction scores above 90%.
- Exceeded individual sales targets by 20% and mentored new hires to reach targets 25% faster.

Sales Associate | The Home Depot, Jacksonville, FL
July 2018 – May 2020

- Utilized product knowledge to improve customer satisfaction by 10%.
- Boosted average transaction size by 15% through upselling strategies.

CERTIFICATIONS



- Certified Professional Sales Person (CPSP), NASP, May 2022