




Michael Smith

Furniture Sales Associate

CONTACT

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 Austin, TX

EDUCATION

High School Diploma

Lakewood High School, Austin, TX

Graduated: 2018

Certifications

- *Certified Customer Service Specialist (CCSS)* – International Customer Service Association (2022)
- *Retail Sales Professional Certification* – National Retail Federation (2021)

PROFESSIONAL SUMMARY

Experienced and customer-focused Furniture Sales Associate with over 7 years of experience in retail sales. Proven ability to exceed sales targets, deliver exceptional customer service, and maintain an in-depth knowledge of furniture products. Adept at creating personalized shopping experiences that lead to long-term customer relationships.

EXPERIENCE

Furniture Sales Associate

2020 - Now

HomeStyle Living, Austin, TX

- Consistently surpass monthly sales goals by 20% through upselling and personalized recommendations.
- Achieve a 97% customer satisfaction score by delivering tailored service.
- Design in-store displays that boosted traffic to key product areas by 15%.
- Provide input on inventory selection to ensure alignment with customer preferences.

Retail Sales Associate

2018 - 2019

Comfort Living, Round Rock, TX

- Increased average transaction size by 10% through effective cross-selling.
- Trained new employees on sales techniques and POS system operations.
- Assisted with inventory management to maintain stock accuracy.
- Helped organize promotional events, increasing weekend foot traffic by 20%.

SKILLS

Product knowledge: home and office furniture	★★★★★
Point of Sale (POS) systems	★★★★★
Upselling and cross-selling techniques	★★★★★
Visual merchandising	★★★★★
Active listening	★★★★★
Customer service excellence	★★★★★