• 8401 West Charleston Blvd 89117 ☎702-513-2484 •

mikeelferis1@gmail.com

**Qualifications Summary**

Ambitious Sales professional with proven in-depth experience who thrives on excelling in stimulating and challenging environments. An alliance builder by nature. Demonstrate ability to quickly assimilate complex information and act efficiently to deliver outstanding results. Experienced in a variety of sales fields: retail, home décor and fashion.

**Professional Experience**

**Sutherland Global- Las Vegas, NV**

**Premiere Support Supervisor 09/18 - 12/20**

* **Handled inbound transfers From Frontline Representatives.**
* **Provided solutions for all escalation calls transferred.**
* **Provided Professional courteous manners to all guest concerns.**

WILLIAM HILL- Las Vegas, NV

Sports/Race Writer 04/17 - 09/19

* Provided And Delivered Customer Service answering all sports and racing related questions
* Was responsible for closing the Sports Book at the end of the Work day/Night
* Made sure my terminal was always balanced at the end of every shift
* Signed clientele up for the William Hill Mobile Account / Points Card
* Made sure every Customer was able to get there Sports and Parimutual Bets on time and smoothly

POPNDECOR - Las Vegas, NV – [WWW.POPNDECOR.COM](http://www.popndecor.com/)

**Sales Executive/Concierge 01/14 – 03/17**

* Conducted pre-screening consultations over the phone with potential clients
* Responsible for coordinating client appointments
* Develop an extensive database of strategic contacts, including vendors, marketing managers, business owners and corporations to increase company profits and promote brand recognition
* Attend yearly market events throughout the globe

TARGET - New York, NY

**Floor Leader 03/11 – 12/13**

* Trained and managed a sales staff delegated with certain AOR
* Enforced all policies and procedures set forth by Target in the employee handbook and operations manual
* Opened and closed register after completing day to day transactions
* Assisted in overseeing maintenance and cleanliness of store
* Provided an excellent customer service experience

MACY’S – New York, NY

**SALES ASSOCIATE 01/10 – 11/11**

* Exceeded sales goals every month
* Managed relationships with clients, vendors and interfaced with all staff operations
* Coordinated and facilitated both cash and credit transactions
* Attended sales staff meetings in order to keep updated with in store promotions

**Education**

**General Education Diploma**

**GED**