

## Professional Experience

### Budtender

Heart Leaf, New York, NY | May 2021 - Present

- ◆ Conduct sales for medical marijuana products in alignment with state and federal regulations, process 60-80 transactions per week, and recommend products to customers based on symptoms and needs
- ◆ Exceed sales quotas by 20%-30% month over month utilizing strategic selling techniques and customer service expertise
- ◆ Organize and monitor medical marijuana inventory and monitored levels to prevent product shortages for customers
- ◆ Attend training workshops on strains, doses, and vape devices

### Sales Associate

Verizon, New York, NY | June 2020- May 2021

- ◆ Recommended phone plans, devices, and services to customers based on personal and business needs and achieved 120%-140% of monthly quota on average
- ◆ Communicated with customers to resolve issues with phone plans, pricing, and mobile devices and achieved top five customer service ratings across the team

## Education

### Associate of Arts (A.A.) Liberal Arts

Utica Community College, Utica, NY | September 2019 - May 2021

## Certifications

- ◆ Cannabis Budtender Certification (CCBT), NCCB, 2021

Ashley  
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A certified Budtender with entry-level experience specializing in customer service, cannabis sales, communication, and team collaboration. A strong history of interfacing with diverse clientele to recommend appropriate medical products based on individual needs.

## Key Skills

- Medical Marijuana
- Customer Service
- Sales
- Product Education
- Microsoft Office Suite