



MICHAEL ANDERSON

Technical Training Facilitator

Energetic Technical Training Facilitator with over 9 years of experience in the retail industry, specializing in sales training and customer service excellence. My career began on the sales floor, where I developed a passion for training and mentoring new employees. Transitioning to a training role allowed me to share my knowledge and skills with a broader audience, ultimately enhancing team performance and customer satisfaction.

CONTACT

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EDUCATION

Bachelor of Arts in Business Administration

State University
2016-2020

SKILLS

- Sales Training
- Customer Service Excellence
- Performance Evaluation
- Role-Playing
- Team Collaboration
- Engagement Strategies

LANGUAGES

- English
- Spanish
- French

WORK EXPERIENCE

Technical Training Facilitator

2020-2023

Retail Excellence Corp.

- Developed and delivered sales training programs for over 200 retail employees.
- Incorporated role-playing exercises to enhance customer interaction skills.
- Evaluated training effectiveness through participant feedback and sales performance metrics.
- Collaborated with store managers to identify training needs and customize programs accordingly.
- Facilitated workshops that improved employee engagement and motivation.
- Monitored ongoing training initiatives to ensure alignment with corporate goals.

Sales Associate

2019-2020

ShopSmart Retailers

- Provided exceptional customer service while meeting sales targets consistently.
- Trained new hires on product knowledge and effective sales techniques.
- Participated in team meetings to share best practices and sales strategies.
- Achieved recognition for outstanding sales performance and customer service.
- Contributed to team initiatives that improved overall store performance.
- Maintained a positive store environment that encouraged customer loyalty.

ACHIEVEMENTS

- Awarded 'Trainer of the Year' for excellence in employee development in 2022.
- Increased sales efficiency by 35% through innovative training methods.
- Developed a customer service training manual adopted across multiple locations.