

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 Gordon

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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