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# MARK HARRIS

*Seasoned Sales Consultant*

## PROFESSIONAL SUMMARY

Seasoned Sales Consultant with over 20 years of expertise in customer service and sales operations, consistently achieving measurable improvements in service quality. Demonstrates strong skills in data analysis, team leadership, and client relations, effectively driving market growth through strategic consultative sales. Committed to fostering long-lasting partnerships and leveraging extensive experience to propel business success.

## EMPLOYMENT HISTORY

### PERSONAL CRUISE CONSULTANT

*Norwegian Cruise Line*

Sep 2024 - Present  
Miami, Florida

- ◆ Analyze feedback to boost service quality, achieving measurable improvements.
- ◆ Process reservation changes for seamless customer experiences.
- ◆ Guide new staff in booking systems, enhancing team productivity.
- ◆ Arrange travel for diverse clients, ensuring exceptional satisfaction.

### INSURANCE SALES/CSR REPRESENTATIVE

*MASA Air Transportation Solutions*

Jan 2024 - Apr 2024  
Ft Lauderdale, FL

- ◆ Cultivated client loyalty, increasing repeat business through strategic relationship management.
- ◆ Handled inbound communications, improving customer satisfaction and service efficiency.
- ◆ Advised clients on product options, aligning with their insurance needs and preferences.

### INSURANCE SALES/CSR ADVOCATE

*Enhance Health*

Apr 2023 - Jan 2024  
Plantation, FL

- ◆ Processed customer orders, boosting service efficiency by 18%.
- ◆ Analyzed call trends, enhancing customer service strategies.
- ◆ Ensured compliance with data handling protocols, safeguarding confidentiality.

### EDUCATOR

*Peace-Makers- Educator/Case Manager*

Sep 2019 - Sep 2020  
Miami, Florida

- ◆ Delivered curricula enhancing student outcomes, fostering career readiness.
- ◆ Facilitated career prep, improving employment readiness.
- ◆ Collaborated with teams, supporting program goals.
- ◆ Aligned educational strategies in community meetings.

### EVENT COORDINATOR

*Lovely Creations Design Event Productions*

Jan 2015 - Jan 2020  
Miami, FL

- ◆ Managed event budgets, ensuring cost-effective solutions and client satisfaction.
- ◆ Negotiated contracts, securing favorable terms and enhancing vendor relationships.
- ◆ Coordinated logistics for large events, achieving seamless execution and high attendance.
- ◆ Developed marketing strategies, collaborating with teams to boost event participation.
- ◆ Streamlined registration, improving efficiency and communication with event management software.

**SENIOR LIFE & HEALTH MANAGER**  
**USBS Benefits Group**

Jan 2013 - Jan 2015  
Houston, TX

- ◆ Resolved inquiries, ensuring client satisfaction and loyalty.
- ◆ Enhanced service quality through strong client relationships.
- ◆ Aligned policies with client needs, improving coverage.
- ◆ Increased sales through effective insurance product promotion.
- ◆ Collaborated on targets, achieving higher retention rates.

**BUSINESS DEVELOPMENT EXECUTIVE**  
**ICB America Insurance Services**

Jan 2010 - Jan 2012  
Houston, Texas

- ◆ Created sales documents, closed deals, improved client satisfaction, expanding market reach.
- ◆ Researched markets, identified opportunities, drove growth, enhanced business development.
- ◆ Executed marketing campaigns, increased brand visibility, utilized print and digital channels.

**TIMESHARE/TRAVEL REPRESENTATIVE**  
**Gold Crown Getaway**

Jan 2010 - Jan 2012  
Houston, Texas

- ◆ Enhanced customer service, ensuring smooth travel for timeshare owners.
- ◆ Led sales presentations, increasing interest in vacation packages.
- ◆ Coordinated with partners for seamless vacation logistics.
- ◆ Resolved issues, boosting customer satisfaction and loyalty.
- ◆ Negotiated to expand service offerings and options.

**EXECUTIVE SALES CONSULTANT**  
**Genesis Exchange**

Jan 2005 - Jan 2009  
Miami, FL

- ◆ Implemented marketing strategies, driving significant sales growth and client retention.
- ◆ Conducted product training, enhancing team performance and knowledge.
- ◆ Managed accounts, securing increased sales and sustained client relationships.
- ◆ Collaborated on sales tactics, expanding market reach and customer base.
- ◆ Fostered client relationships, ensuring repeat business and referrals.

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## EDUCATION

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**HIGH SCHOOL DIPLOMA**  
**American Senior High School**

Aug 1980 - Jun 1984  
Hialeah

Graduated With highly developed people skills, command of the English Language.

Honors Classes

Scored in the top 3 on ASVAB Testing

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## COURSES

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**SCRUM MASTER/AGILE CERTIFICATION PROGRAM**  
**Scrum Masters Hackers**

May 2025

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## SKILLS

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Sales Strategy (*Expert*), Customer Service (*Expert*), Negotiation (*Expert*), Strategic Planning (*Expert*),  
Data Analysis (*Experienced*), Booking Systems (*Expert*), Conflict Resolution (*Expert*), Client Relations (*Expert*),  
CRM (*Expert*), Lead Generation (*Expert*), Sales Operations (*Expert*), Team Leadership (*Expert*), Market Analysis (*Expert*),  
Event Management (*Expert*), Consultative Sales (*Expert*).

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## LANGUAGES

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English (*Native*).

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## ADDITIONAL INFORMATION

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**CERTIFICATIONS**

**215 Life and Health Insurance License**

FL 215 Life & Health License

Zig Ziglar Sales Training

Tony Robbins Sales Academy Training  
Regional Manager Of The Year Certificate

## **CORE COMPETENCIES**

Sales Strategy & Execution: Provided Strategic Sales Planning Pipeline Development & Management Consultative Solution Selling & High-Ticket Closing Sales With Forecasting & Reporting leading to 70 to 85% Closing Ratio

Client Engagement & Retention: Experienced B2B/B2C Relationship Management Skills & Client Needs Assessment

Technology & CRM Proficiency: CRM Mastery (Salesforce, HubSpot, Zoho, etc.)

Communication & Influence: Executive-Level Presentations, Storytelling for Sales

Business Growth & Market Expansion: New Market Penetration, Territory Management, GTM Strategy Execution

## **HOBBIES**

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I love reading and writing. My work was featured in weekly church publication.

I enjoy outdoor activities, walking, bike riding and swimming.