



# Niko Owen

## Wireless Retail Sales Associate

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### SUMMARY

Energetic sales professional with over 2 years in retail and customer service, specializing in wireless technology solutions. Proven track record includes delivering exceptional experiences and surpassing sales targets through relationship-building. At TechConnect Solutions, orchestrated personalized wireless solutions for over 100 customers weekly, notably increasing satisfaction ratings by 25%. Championed sales techniques and participated in staff training to ensure a knowledgeable team ready to assist customers effectively. Passionate about continuous learning and growth within the ever-evolving tech landscape, eager to contribute positively at TechWave Innovations.

### EXPERIENCE

#### Mobile Sales Associate

TechConnect Solutions 📅 June 2025 - Present 📍 Schaumburg, IL

Enhanced customer engagement as a Mobile Sales Associate, managing sales operations while embracing wireless technology trends. Engaged substantial clientele base consistently achieving significant sales metrics and improving retention rates.

- Delivered personalized wireless solutions to over 100 customers weekly, fostering loyalty and boosting customer satisfaction ratings.
- Processed activations and upgrades for mobile devices, helping meet monthly sales objectives beyond \$50,000.
- Managed inventory and merchandising, creating an organized shopping environment that elevated customer experience.
- Collaborated with teammates on effective sales strategies, ensuring collective achievement of store-wide goals.
- Developed a feedback system enhancing service quality, ultimately increasing return visits by 30%.
- Trained new employees on product knowledge and sales techniques, driving empowerment within the team.

#### Sales Associate

GadgetHub Retailers 📅 March 2024 - May 2025 📍 Elmhurst, IL

Served as a Sales Associate focusing on customer interaction and sales strategy execution to optimize performance. This role emphasized proactive communication and operational efficiency.

- Assisted in tailored selections of devices and plans leading to a personal sales achievement of 120% of target.
- Strategically engaged customers through proactive dialogue enriching their shopping experience and bolstering store ratings.
- Executed promotional campaigns which led to impressive sales increases during peak seasons.
- Maintained contemporary knowledge of market trends enabling informed recommendations.
- Optimized store operations including cash handling and procedures, ensuring daily activities ran smoothly.
- Participated in community programs promoting brand awareness and building customer connections.

### LEADERSHIP & AWARDS

- Outstanding Customer Service Award, TechConnect Solutions, 2025
- Sales Excellence Recognition, GadgetHub Retailers, 2024

### EDUCATION

#### Bachelor of Arts in Business Administration

University of Illinois 🎓 GPA: 3.75 📅 2026 📍 Champaign, IL

### STRENGTHS

#### 👥 Customer-Centric Focus

Actively listen, addressing customer needs deeply fosters lasting relationships.

#### 📈 Proven Sales Expertise

Constantly achieve above-target sales numbers through strategic approach and relentless drive.

#### 🤝 Team Collaboration Advocate

Foster teamwork resulting in improved morale and shared sales successes among peers.

#### 🔄 Adaptability

Flexible approach enables quick adjustment to dynamic market conditions, simplifying challenges.

#### 💬 Communication Skills

Engaging dialogue ensures clarity with customers, colleagues, and stakeholders alike.

### SKILLS

Customer Service Retail Sales

Wireless Technology

Communication Trend Analysis

Team Collaboration

Problem Solving

Inventory Management

Sales Strategy

Relationship Management

Product Knowledge Sales Targets

Store Operations

Market Awareness

Feedback Implementation

Merchandising

## LANGUAGES

English Native

Spanish Intermediate

## MY CAREER



- Mobile Sales Associate at TechConnect Solutions (1.2 Years)
- Sales Associate at GadgetHub Retailers (1.2 Years)

**Coursework:** Marketing, Management, Sales Strategies, Financial Analysis

## CERTIFICATIONS

- Certified Sales Professional (CSP) 📅 2025
- Retail Sales Mastery Certificate 📅 2026

## TECHNICAL SKILLS

- **Point Of Sale Systems:** Square, Clover, Shopify
- **Communication Tools:** Slack, Microsoft Teams, Zoom
- **Customer Relationship Management:** Salesforce, HubSpot, Zoho CRM
- **Retail Management Software:** Lightspeed, Leaf, Vend
- **Market Research:** Google Analytics, SurveyMonkey, Qualtrics
- **Mobile Technologies:** iPhone, Android, Windows Phone
- **Sales Training Programs:** Dale Carnegie, Miller Heiman, Sandler Training
- **Inventory Management:** Fishbowl, TradeGecko, Unleashed
- **Promotional Campaigns:** Email Marketing, In-Store Promotions, Social Media Ads
- **Time Management Tools:** Trello, Asana, Notion

## PROFESSIONAL AFFILIATIONS

- Member of National Retail Federation
- Volunteer, Local Food Bank and Shelter

## ADDITIONAL INFORMATION

**Work Status** : Authorized to work in United States. No sponsorship required.

## REFERENCES

AVAILABLE ON REQUEST