



# Niko Owen

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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

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

**SKILLS**

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|-----------------------|------------------------|---------------------------|---------------------------|
| • Customer Service    | • Trend Analysis       | • Sales Strategy          | • Store Operations        |
| • Retail Sales        | • Team Collaboration   | • Relationship Management | • Market Awareness        |
| • Wireless Technology | • Problem Solving      | • Product Knowledge       | • Feedback Implementation |
| • Communication       | • Inventory Management | • Sales Targets           | • Merchandising           |

**PROFESSIONAL AFFILIATIONS**

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

**LANGUAGES**

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- English (Native)
- Spanish (Intermediate)

**ADDITIONAL INFORMATION**

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

**REFERENCES**

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AVAILABLE ON REQUEST