

# Daniel Wilson

Eugene, OR 97404

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Obtain a job in sales or technology. Providing customers with an exceptional sales experience, resolving technical issues and through a helpful and team based mentality assist in building rapport with customers to better the company.

Authorized to work in the US for any employer

## Work Experience

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### **Store Manager**

Cricket Wireless - Eugene, OR

June 2021 to January 2023

### **Sales Associate**

VIP Wireless - Eugene, OR

August 2019 to June 2021

Duties: Provide excellent customer service, maintain clean work environment, promote the business, top five salesman in the company and, number one in the company in customer satisfaction surveys.

### **Retail Sales Associate**

Simple Wireless / Boost Mobile - Medford, OR

June 2018 to August 2019

Top sales associate across the Pacific Northwest for the month of February.

Provide top notch customers service while maintaining high sales records. Accurately describing promotions and ensuring that they are rung out correctly. Clean and maintain the store. Open and closing duties involving inventory count and counting the till posting sales and logging paperwork.

### **Assistant Manager**

Giant Communications/ Metro PCS Authorized Dealer - New Smyrna Beach, FL

October 2016 to June 2017

Duties: Provide excellent customer service, maintain clean work environment, conduct interviews for applicants, promote the business, manage scheduling, finance management, top five salesman in the company and, number one in the company in customer satisfaction surveys.

### **Advisor**

Convergys Apple Technical Support - Lake Mary, FL

August 2015 to October 2016

Duties: Maintain customer satisfaction surveys above 90%, average handle time below 15 minutes, issue resolution above 70% and, senior advisor escalation below 10%.

## Education

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### **High School Diploma**

New Smyrna Beach High School New Smyrna Beach  
2010

### **AA in Computer Programming and Analysis in Computer Programming and Analysis**

Daytona State College Daytona Beach - Daytona Beach, FL

## Skills

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- Key Holder (8 years)
- Retail Management (4 years)
- Customer Service (10+ years)
- Microsoft Office (10+ years)
- Adobe Photoshop (10+ years)
- training
- Management
- Scheduling
- Inventory
- Sales
- Retail
- Microsoft Word
- MS Office
- Cash Handling
- Marketing
- Technical Support
- Financial Management
- Financial Report Writing
- Merchandising
- Computer literacy
- Computer skills
- Organizational skills
- Store Management Experience

## Certifications and Licenses

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### **Driver's License**