

Resume

Computer Science Student & Retail Sales Manager

Professional Experience

Verizon

Full-time & Part-time · 3 yrs 5 mos

Retail Sales Manager

Aug 2023 - Present · 1 yr 4 mos

- Lead and develop a team of 9 sales professionals, including training and development
- Manage store operations, inventory, and P&L responsibilities for a high-volume location
- Drive store performance through KPI tracking, coaching, and strategic planning
- Collaborate with company leadership to implement company initiatives and achieve business objectives

Retail Sales Specialist

Jul 2021 - Aug 2023 · 2 yrs 2 mos

- Consistently exceeded sales targets, achieving 120% of quota on average
- 2022 Verizon Winners Circle recipient for exceptional sales performance
- Provided comprehensive solutions for customers' wireless and internet needs
- Resolved complex customer issues while maintaining high satisfaction ratings

Education

Weber State University

Pursuing Bachelor's Degree in Computer Science

Junior Year · Expected Graduation 2025

Alpine School District

High School Diploma

Graduated 2019

- Honor Roll Student
- National Honor Society

Technical Skills

Programming Languages

C++ Java Python SQL HTML/CSS

Tools & Technologies

Git GitHub VS Code Eclipse MySQL Linux Windows

Soft Skills

Leadership Team Development Strategic Planning Problem Solving Customer Service Performance Management Communication Sales Strategy Coaching
Project Management Time Management Conflict Resolution

Contact Information

Salt Lake City, UT
(272) BEN-GADD
ben@benjgadd.com

Links

GitHub Profile

LinkedIn Profile

Certifications

 Google IT Support Professional Certificate