

Aden John

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Experienced retail sales associate with 4+ years in wireless and customer service. Skilled in identifying sales opportunities and exceeding targets. Consistently recognized for outstanding customer service and applied web development skills as an intern, contributing to real-world projects. Transformed customer complaints into satisfaction

EDUCATION

Diploma of Education in Software development

Red Deer Polytechnic

09/2023 - 12/2025

WORK EXPERIENCE

Staples Canada • Red Deer, Alberta, Canada

06/2024 - Present

Wireless Sales Consultant

- Increased wireless sales by 15% through proactive customer engagement, resulting in higher revenue and improved customer satisfaction.
- Followed up with 45% of customers to promote additional products, leading to a 15% boost in upsell revenue.
- Collaborated with the store team to raise awareness of wireless promotions, resulting in a 30% increase in customer engagement and overall sales.
- Stayed updated through various internal communication channels (mobile app, intranet, emails, As400, etc.).
- Handled customer data entry and confidential information with a high level of attention to detail and accuracy.
- Managed online data tracking for customer purchase behaviors, ensuring consistent follow-ups and marketing campaign success.

Prodigy InfoTech

06/2024 - 09/2024

Web Development Intern

- Developed interactive data dashboards using Python libraries like Streamlit, Plotly Dash, and Matplotlib for enhanced data-driven decision-making.
- Prototyped and experimented with Computer Vision and CNN machine learning models in Python.
- Performed data entry and feedback analysis as part of product testing and improvement.
- Gained practical experience with front-end technologies including HTML, CSS, Python, JavaScript, and API fetching.
- Supported the development process by crafting user interfaces and contributing to project builds.
- Demonstrated strong organizational skills and time management by balancing multiple project deadlines..

SKILLS

- **General:** Problem-Solving, Attention to Detail, Data Entry, Customer Service, Time Management, Wireless Solutions
- **Technical:** MacOS, Linux, Windows, Hardware & Software Troubleshooting, Command Line Interface, Microsoft Office 365, Power BI, Database Management, Data Analytics, Software Testing, Machine Learning
- **Programming:** Java, Python, Node.js, Tailwind CSS, Next JS, Flutter, Docker, React, HTML, CSS, JavaScript, Git, GitHub, MongoDB, MySQL

PROJECTS

Q-Learning Competition:

Participated in a Q-learning competition where I applied data-driven decision-making processes. Extrapolated data from model performance to fine-tune hyperparameters, showcasing my ability to work with large datasets and provide accurate feedback on model performance.

Face Detection Project:

Built a face detection model using OpenCV and Python, showcasing my problem-solving skills and attention to technical detail.

References and Transcript available upon request