82 Brighton St. (860)348-3494

New Britain, CT 06053 ChadwickOwens81@gmail.com

Chadwick Owens

Core Competencies Staff Training and Development , Multi-site Development, Strategic Sales

Planning, Client Relations, Quality Assurance, Performance Management and

Operations.

Education 2000-2004 Central Connecticut State University New Britain, CT

Business Management/Marketing

Professional Experience

March 2012- Current Cricket Wireless/TRO CT/NY

National Retail Account Manager

* Develop and maintain national accounts.
* Train employees on products, services, and features.
* Increase business among existing clients.
* Spot check merchandising within store locations for accuracy.
* Complete visit reports while on site.
* Build strong working relationships with all accounts.
* Accountable for staff sales and development.

March 2011-Nov. 2011 BlackBerry/MarketStar CT/MA

Multi Channel Territory Manager

* Conduct high impact store visits with decision makers.
* Train agents and their employees on products and features.
* Ensure merchandising is prominently displayed within store locations.
* Completes required sales reports, call reports, and related documents promptly and accurately.
* Establishes strong working relationships with internal/external partners.
* Conduct formal classroom trainings to increase awareness of BlackBerry in the marketplace. Up to 60 people.
* Accountable for staff training and development.

Nov. 2009-Nov. 2010 Pocket Communications Waterbury, CT

Multi-Store Manager

* Responsible for increasing sales in 4 locations by a combined 35% by implementing strategic sales techniques, coaching employees on all steps of the sale and thoroughly familiarizing staff on products.
* Continually improving upon loss prevention by actively monitoring inventory levels, transfer and receivables.
* Maintain client relations through follow up “Care Communications” and use this communication to generate new revenue potential and strengthen brand loyalty.
* Manage staff, conduct reviews and take disciplinary action as necessary to ensure that company standards are exceeded.

April 2009-November 2009 T-Mobile USA Waterbury, CT  
 RSR Key Holder

* Implemented new marketing strategies to build a stronger client base, increase revenue and raise brand awareness to the public.
* Executed daily operations of a retail store, including store management, opening and closing procedures, compliance to operating procedures and sales reporting.
* Lead sales team to improve client base by providing unparalleled customer service and continually training to increase knowledge of products and services.

April 2008-April 2009 Wireless Champs Farmington, CT

Store Manager- Exclusive T-mobile Retailer

* Assisted in the development of staff sales techniques by conducting one-on-one coaching and providing incentive to reach sales goals.
* Met and exceeded sales goals set on an individual and team level by providing positive feedback and motivation, which resulted in a highly effective sales staff and increased profitability.
* Performed back-end procedures to maintain store efficiency, including review of daily paperwork submissions, inventory control, cash management, documenting sales achievements and P&L.

References To be furnished upon request

Accreditations American Pharmaceutical Sales Association

Certified in Level 1 & 2 Sales Techniques

Awards Received Manager of the Quarter- 1st Quarter 2010 Pocket Communications

February 2010 Pocket Communications: Manager of the Month

May 2010 Pocket Communications: Manager of the Month

BlackBerry MCTM of the Quarter (Aug): Highest DMP ratio