

Owen Sailer

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Education

North Dakota State University:

August 2023 - Present

Bachelor's degree for Computer Science (Junior)

GPA: 3.04

Relevant Coursework: Computer Science I & II, Electrical Engineering I, Digital Design, Modern Software Development, Database Systems, Comparative Programing, Computer Organization/Architecture.

Languages: Java, C#, Python, SQL

Tools: Github, Jira, Slack, postgresSQL, NetSuite, Google Analytics

Back End: pgAdmin, SQL, Microsoft SQL **Front End:** Razor/Blazor, HTML/CSS

Bismarck State College:

August 2020 - May 2023

Associates degree for a Liberal Arts Transfer

GPA: 3.04

Focus: Business

Relevant Coursework: Program & Project Management, Principles of Management, Principles of Microeconomics, Principles of Macroeconomics, Accounting I & II, Organizational Communication, Foundations of Management, Organizational Behavior, Business in the legal Environment

Job Experience

NDSU Bookstore - Technology

Fargo, ND.

North Dakota State University

October 2024 - Present

- Assisted the store manager in improving website functionality and streamlining processes to enhance user experience.
- Performed back-end tasks using **NetSuite** to manage inventory, including handling product imports, pricing updates, and inventory adjustments.
- Utilized **Google Analytics** to generate and present reports on website performance, providing actionable insights for improvement.
- Provided customer service at the **Technology Desk**, addressing product inquiries, troubleshooting issues, and offering technical assistance.
- Trained on the functionality and features of **Apple products**, focusing on both product knowledge and sales techniques.
- Managed merchandising for **Technology** and **Supplies** sections of the bookstore, product placement and availability.

Full-Time Student:

Fargo, ND.

North Dakota State University

June 2023 - Present

- Bachelors in Computer Science (Junior)

Merchandise Manager:

Bismarck, ND

Michaels

August 2020 - May 2021, October 2021 - July 2022, October 2022 - June 2023

- Led teams to execute product flow, ensuring timely truck unload and planogram completion.

- Handled IT and technical issues for store staff, resolving problems efficiently.
- Analyzed weekly reports to optimize store readiness and sales opportunities.
- Developed coaching, training, interviewing, and team-building skills.
- Monitored “Art of Service” metrics to identify sales growth opportunities.
- Focused on freight sell-through to maximize sales potential.

Acting Store Manager:

Rapid City, SD

Michaels

July 2022 - October 2022

- Managed store operations after the previous manager’s departure.
- Led hiring, onboarding, and training for new team members.
- Resolved long-standing operational issues and prepared the team for peak season.
- Hired, trained, and mentored new managers, implementing succession planning.
- Re-established store procedures and held strategic meetings with department managers.

*****Offered the permanent Store Manager role in 09/2022, declined to pursue further education.*****

Assistant Store Manager:

Minnetonka, MN

Michaels

May 2021 - October 2021

- Assisted the Store Manager with weekly planning and task delegation.
- Created efficient team schedules and managed daily operations.
- Led hiring, training, and development of team members, focusing on performance improvement.
- Maintaining all store operating procedures.
- Managed freight flow and ensured adherence to store operating procedures.
- Led district calls and implemented strategies to achieve goals.
- Provided leadership and coaching to department leaders.

Support Specialist:

Bismarck, ND

Michaels

May 2020 - August 2020

- Handled daily cash operations and financial reports.
- Developed coaching skills and gained insights into store finances.

Cashier/Stocking:

Bismarck, ND

Michaels

August 2019 - May 2020

- Offered exceptional customer service to differentiate and promote the company brand.

Summary

Junior Computer Science student with a strong foundation in software development, database management, and IT support. Experienced in leadership roles, technical troubleshooting, and project management. Seeking an IT internship/opportunity to apply technical skills and gain hands-on experience in different software systems. Capable of collaborating with teams, analyzing data, and optimizing business processes.