



KEITH COWEN JR

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PROFESSIONAL SUMMARY

Enthusiastic Computer Scientist promotes excellent prioritization and organizational skills. Advanced user who learns new things quickly and desires to develop new skills. Communicates well across organizational levels and uses tact and diplomacy to address tension.

SKILLS

- Java/SpringBoot
- C/C++/C#, Python, Java, VBA
- Digital Audio Workstations
- AWS/GCP/Azure
- Linux/Windows Server Administration
- Photoshop/Illustrator
- RDBMS
- MEAN/Full Stack Development
- Multi-Instrumentalist

EXPERIENCE

Work Study Intern June 2022 - Current

Western Governors University | Salt Lake City, Utah, United States

- Boosted production with automation to achieve objectives with lower material and time requirements.
- Helped department stay on top of student and faculty needs with skilled clerical support.
- Provided clerical support services to staff.

Product Manager February 2018 - January 2020

Performance Audio | Salt Lake City, Utah

- Created Java Application to perform price sheet data manipulation with data frame classification in a cutting edge proof of theory.
- Developed an airtight process to gather information requirements for new items added to website.
- Spearheaded vendor communications and requirements gathering to get access to sell Melodyne and other previously inaccessible VST Plugins and Software.
- Coordinated the creation of a new SKU system for the current catalogue to diversify from competitors among search engines.

Benefits Specialist - ADP October 2017 - January 2018

Kelly Services | Salt Lake City, Utah

- Acted as first point of contact for payroll and benefit inquiries.
- Documented and maintained administrative procedures for benefit processes.
- Worked with internal staff and vendors to resolve difficult or sensitive insurance problems and related documentation.

Coordinator - Zagg October 2013 - November 2015

ClearSource BPO | Sandy, Utah

- Maintained an under 24 hour response time with both standard and escalated email resolution queue.
- Kept several law suits from taking place by providing satisfactory de-escalation
- Assisted in the training of new staff and helping them get their feet wet from our help-line, taking over the call if needed.
- Excelled past the goals set for average handle time, first call resolution, and call satisfaction.

EDUCATION

Bachelor of Science (B.S.) - Computer Science - Graduating August 2024 December 2023
Western Governors University, Salt Lake City, UT
Discrete Mathematics, ETL, Database Management, Java, Python, Advanced Algorithms, Artificial Intelligence, etc.

Associate in Science (A.S.) - Sound Engineering and Music Production July 2016
Broadview Entertainment Arts University, Salt Lake City, UT

ACCOMPLISHMENTS

- Computer Scientist: <https://github.com/Chefkj/72>
- AV Wiz: <https://spoti.fi/3cgnvkx>
- PDF Automations and Data Management

LANGUAGE

English Native	Music Fluent
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