

MARK P. OWEN

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OBJECTIVE

College student majoring in computer science looking to obtain a position in software development to gain experience and grow as a developer.

EDUCATION

Siena College, Loudonville, NY

Graduation: May 2025

Bachelor of Science

Major: Computer Science: Software Development GPA: 3.0

SKILLS

- Proficient in Agile Methodology, Social Media, Microsoft Excel, Word, Unix, Java, Git, SQL, and Python

EXPERIENCE

HEOP Office Siena College

September 2021 – Present

Administrative Assistant

Albany, NY

- Field inquiries to identify student's needs to get the appropriate financial aid and tutoring assistance
- Update and maintain scheduling for tutor coordinator
- Design and create posters for department events
- Field inbound calls to help direct to the appropriate department
- Organize records and documents

TRIP Consultants

June 2023 – September 2024

Field Technician

Brooklyn, NY

- Provided and configured the proper technology to record traffic data and enhance data accuracy
- Conducted routine and emergency maintenance on the technology used to record traffic data
- Managed and controlled road traffic to ensure safe and efficient operations
- Reported traffic data to support traffic management strategies
- Strategized and implemented methods for recording traffic data to ensure the collection of accurate and reliable information.

Superfresh Grocery Store

September 2021 – September 2023

Customer Service/Cashier

Brooklyn, NY

- Interacted with customers and identified their needs
- Stocked shelves to ensure store was organized and presentable for customer demand
- Overseeing purchases to make sure guests left with a positive experience

Flynn O'Hara

July 2019 - September 2021

Sales Associate

Brooklyn, NY

- Greeted customers and identified their needs to fulfill their orders
- Responsible for staying attentive to customer needs to ensure an enjoyable shopping experience
- Resolved customer complaints
- Applied customer service skills to guarantee guests satisfaction