

Owen Hansen

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EDUCATION

Master of Information Systems Management Aug 2020
Brigham Young University - Marriott School of Business Provo, UT

- GPA 3.88
- Member – Association for Information Systems and Healthcare Industry Association
- Notable classes include Intro to Computer Programming, Intro to Mgt Info Systems, Spreadsheets and Business Analysis, Legal Issues in Entrepreneurship, Systems Analysis and Design, Database Systems, Business Programming, Machine Learning, Web Application Development, Systems Security, Data Communication, Project Management, Enterprise Infrastructure, Organizational Behavior, Predictive Analytics

EXPERIENCE

Computing Specialist Sept 2020 – Present
BYU DS Information Systems Provo, UT

- Enhanced and tested API for BYU Dining Services inventory and point of sale systems to clean internal data and provide a more efficient process for dining service employees
- Leveraged an ETL software, Informatica, to edit and transform university databases to prepare Tableau dashboards for management

Director of Operations Feb 2020 – Jul 2020
ACTA Wear Springville, UT

- Expanded CC Manager responsibilities as first point of contact with CEO Taylor Brown for collaboration and training on company policies and initiatives within Utah-based headquarters and spearheaded transitional operations to AZ office
- Directed office operations, including ordering supplies, and coordinating efforts between accounting, customer care, social media, and product development teams

Customer Care Manager Oct 2019 – Feb 2020
ACTA Wear Springville, UT

- Managed company's customer care team of 5 employees by being responsible for scheduling, creating, and implementing incentives, training, monitoring efficiency, as well as addressing over 3,000 issues/interactions with customers
- Developed new Excel sheets to provide transparency and promote efficiency between reps and managers as procedures evolved

Digital Imaging Specialist Aug 2019 – Oct 2019
BYU Harold B. Lee Library Provo, UT

- Worked as a team, performing various jobs in curating process including identifying, scanning, editing with Adobe illustrator, uploading to cloud-based library, and quality control
- Focused on strict attention to detail handling fragile items in high security environment, and ensuring scans and uploads meet BYU's world class standard

SKILLS & ACHIEVEMENTS

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- Experienced with C++, HTML/CSS, ASP.Net, Python, Azure, Microsoft Excel/Project, Tableau, SQL, AWS, Leadership, Organizational Behavior Skills
 - High School Golf Athlete
 - Eagle Scout