Owen Sailer

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Education

North Dakota State University: Expected Graduation - May 2026
Bachelor's degree for Computer Science   GPA: 3.0
Relevant Coursework: Modern Software Development, Database Systems, Comparative Programming, Computer Organization/Architecture, Cybersecurity, Networking, Parallel Communication, Algorithm Analysis, Operating Systems Concepts

Languages: Java, C#, Python, SQL   **Back End:** pgAdmin, Microsoft SQL, Microsoft SQL
Front End: Razor/Blazor, HTML/CSS, Angular, Django
Tools: Github, Jira, Slack, PostgreSQL, NetSuite, Google Analytics, Office 365, VS Code, Netbeans IDE

North Dakota State University: Undergraduate Cybersecurity Certificate   Expected Date - May 2026

Bismarck State College: August 2020 - May 2023
AA Liberal Arts Transfer   GPA: 3.0
Focus: Business
Relevant Coursework: Program & Project Management, Principles of Management, Principles of Microeconomics, Principles of Macroeconomics, Accounting l & ll, Organizational Communication, Foundations of Management, Organizational Behavior

Technical Experience

IT Service Center   Fargo, ND.
North Dakota State University   February 2025 - Present

- Provide front-line **Technical Support** and customer service to NDSU students, faculty, and staff in-person and email.
- Maintain accurate records of service requests and resolutions in **Freshservice** for tracking and reporting purposes.
- Troubleshoot and resolve issues related to academic software, applications, **Windows/MacOS** operating systems, and hardware.
- Assist with installation and configuration of **NDSU-licensed Academic Software, Applications,** and **Devices.**
- Use **Active Directory** to manage user accounts and two-factor authentication using NDSU's account management tools.
- Serve as the initial point of contact for all IT-related inquiries, escalating complex issues to appropriate IT divisions as needed.
- Use Teams and **Office 365** tools to collaborate with IT staff and document service requests.
- Educate users on best practices for **Cybersecurity**, including password management and phishing prevention.
- Train new staff on **Ticket** procedures, support protocols, and customer service standards.

NDSU Bookstore - Technology   Fargo, ND.
North Dakota State University   October 2024 - Present

- Assist the store director in improving **Website** functionality and streamlining processes to enhance user experience.
- Perform back-end tasks using **NetSuite** to manage inventory, including handling product imports, pricing updates, and inventory adjustments.
- Utilize **Google Analytics** to generate and present reports on website performance, providing actionable insights for improvement.
- Provide 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.

Leadership & Management Experience

Acting Store Manager: Rapid City, SD
Michaels   July 2022 - October 2022
- Managed store operations after the previous manager's departure.
- Identified issues with the store's operation and created plans to resolve outstanding issues.
- 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.

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.

Assistant Store Manager: Minnetonka, MN
Michaels   May 2021 - October 2021
- Assisted the Store Manager with weekly planning, task delegation, and all other store weekly procedures.
- 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 and
- Worked effectively to manage freight flow and ensured adherence to store operating procedures.
- Led district calls with other leaders to implement strategies to achieve growth and store goals.
- Provided leadership and department coaching to department leaders.

Support Specialist / Cashier / Stocking: Bismarck, ND
Michaels   August 2019 - August 2020
- Handled daily cash operations and financial reports.
- Developed coaching skills and gained insights into store finances.
- Offered exceptional customer service to differentiate and promote the company brand.