

Owian Ulven

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PROFESSIONAL EXPERIENCE

IT Experience September 2022- Present

IT Support Specialist, Cox Health, June 2025-Present

- Collaborated with IT teams and healthcare staff to test, validate, and deploy system features, ensuring seamless integration and user acceptance testing for enterprise systems.
- Troubleshoot hardware/software issues, minimizing downtime, and maintaining project timelines and operational efficiency.
- Imaging machines, building schedules, and asset management for deploying hardware across the State.
- Utilized ServiceNow to manage and track asset inventory, ensuring accurate data integration and streamlined reporting for workforce planning and operational efficiency.

IT and Compliance Intern, Reliable Chevrolet, January 2024–May 2024

- Assisted systems administrator in optimizing IT operations, focusing on process efficiency and compliance with automotive standards.
- Documented financial system processes, enhancing clarity and reliability of workforce-related operations.

Business Analyst Intern, Pension Consultants Inc. May 2023–August 2023

- Conducted CRM research, analyzing data to develop business cases for portfolio manager evaluations, supporting strategic workforce planning.
- Working with a Senior developer to improve CRM functionality.

Cyber-Defense Team, Drury University, September 2022- May 2025

- Competed in Hivestorm, CCDC CyberForce, National Cyber League, and Dragos CTF, specializing in threat hunting, Windows administration, Linux security, and Palo Alto firewall configuration.
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Customer Service Experience August 2021-Present

Finance Intern, City Utilities, October 2024–June 2025

- Calling Vendors and Buyers to resolve conflicts in financial operations and reporting accuracy.
- Assisted in Workday timesheet transition, ensuring accurate financial data integration and reporting for budgeting and forecasting.

Shift Lead, Local Event Company, August 2021- June 2025

- Customer-facing and point-of-sale experience.
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Additional Experience

Warehouse Management Intern, Reliable Chevrolet, June 2017- August 2020

- Automotive Material Movement, Logistics, Warehouse Management, and Quality.
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EDUCATION

Drury University Graduation, August 2020-May 10th 2025

B.S. in Cyber-Risk Management Equivalent, Finance, and Economics, Minor in Cyber-Risk Management, and Certificate in Data Analytics | 143 Hours

Honors Symposium on Biological Aging | (GPA: 3.99/4.0) | Outstanding Student in Finance Award Winner | Junior and Senior Academic Excellence Winner | Cyber-Defense Club Member | Student-Advisory Committee Member | Top 2% of THM users

Drury Wrestling Team

Team Captain and starting at 174-197 with no wrestling experience before college.

TECHNICAL SKILLS

Computer Languages: Python, R, Ansible, HTML, SQL, and Vagrant | Operating Systems: Windows 10 and 11, Linux (Kali, Ubuntu, and Fedora, Proxmox, Parrot), and Palo Alto Firewall | Workday | Salesforce | SAP | ServiceNow | Ticketing | Troubleshooting | Networking | GRC | Data Visualization | Excel | Data Analytics | Type 1 Hypervisor Experience | Active Directory |