

Brian Z. Owen

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EDUCATION

Athens State University

Athens, AL

Bachelor of Science in Accounting

May 2014

GPA: 3.75, Accounting GPA: 3.8

Honors

- Golden Key International Honor Society
- Phi Theta Kappa Honor Society, International Scholastic Order

EXPERIENCE

The Marshall Organization

Athens, AL

IT Support Desk

June 2010 - Current

- Provided front-line information technology support to a company of 300 employees in 3 local offices.
- Streamlined customer support call routing procedure which decreased customer wait time by 15%
- Coordinated with vendors for equipment replacements, including computers, printers, and other devices.
- Maintained exceptional standards of customer service, receiving the “Customer Excellence” award two consecutive years

Media Play

Athens, AL

Sales Associate/Department Lead

March 2007 - May 2010

- Evaluated product profit margins and implemented employee training program to increase promotion of higher margin products which resulted in a 35% increase in revenue, while raising customer satisfaction.
- Generated daily sales expectation charts for department and individual employees from budget projections.
- Dramatically improved customer loyalty score in department from 65% to 97% satisfaction.

Stevens Brown

Huntsville, AL

Sales Associate

July 2005 – April 2007

- Directed 3 employees for redesign project of department layout and increased revenue by 15%.

Snowbird Ski Resort

Milwaukee, WI

Sales Representative

October 2004 – February 2005

- Designed marketing literature and organized distribution efforts that led to record season pass sales.

ACTIVITIES

Beta Alpha Psi, Athens State University

Athens, AL

Festival of Trees Committee Chair, Member

March 2007 - Present

- Served as Chairman for annual Festival of Trees fundraiser, Coordinated registration, decorating and staffing of event which generated over \$500 to benefit Primary Children’s Medical Center.

Gamma Gamma Gamma Fraternity

Athens, AL

Vice President of Activities, Member

October 2012- May 2014

- Planned fundraising campaign which raised over \$5,000 for low income youth snowboarding programs.
- Organized planning and logistics activities for formal dance, including transportation, catering, entertainment, and decorations.
- Supervised marketing committee for national conference, increasing participation by 20% over previous year by using social networking strategies.

INTERESTS

Enjoy marathon competitions, fly fishing, and snowboarding.