

Logan Fuller

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EDUCATION

Las Positas College

2018 - 2020

AS, Network Security and Administration

Livermore, CA

- Achievements: Highest honors, Certificate of Achievements: IT Support Professional, Computer Network Technician, Computer Desktop OS Security.
- Relevant Coursework: CompTIA's A+ Certification Computer Technician, IT Virtualization, LPI Linux+, MCSA Windows Server Installation, Cisco CCNA Introduction to Networks, Ethical Hacking, Networking Fundamentals, Python 1, Professional Communications, Group Communication.

TECHNICAL SKILLS

- Systems: Windows 7/8/10, Windows Server 2016, iOS, OS X.
- Software: Active Directory/Group Policy, TeamViewer, Zendesk, Office 365, VirtualBox, VMware.
- Hardware: Desktops, Peripherals, Laptops, Printers.
- Networking: TCP/IP, OSI Model, DNS, DHCP.

WORK EXPERIENCE

Sauced BBQ & Spirits

Jul 2018 – Aug 2020

Server, Expediter, Trainer

Livermore, CA

Server

- Provided customer service and hospitality to guests in an 8-12 table section ranging from \$1,200-\$2,500 in sales.
- Resolved guest complaints or issues by using best judgement and following up to ensure customer satisfaction.
- Received multiple examples of recognition for excellent customer service including: Yelp reviews, compliments to management, and employee of the month award.

Expediter

- Coordinated communication from the kitchen to the front of the house, and vice versa, on weekends averaging over \$30,000 in food sales with over 50 tickets at a time while maintaining organized and composed.
- Coordinated the flow of food between the kitchen and front of the house to ensure plates we're served in a timely manner and met the visual plating expectations.
- Communicated with the servers/food runners and kitchen manager about resolving any issues in a way to promote the best overall experience for the guest.

Trainer

- Trainer for all front of house positions emphasizing customer service, conflict resolution, and menu knowledge.
- Trained new hires on organization during peak hours and how to stay composed when feeling overwhelmed.
- Trained over 60 new employees before the opening of the newest location in Santa Row, San Jose alongside other lead trainers from different store locations.

Pacific Catch

Apr 2017 – Jun 2018

Server

Dublin, CA

- Provided exceptional customer service and hospitality to guests through food, drink, and allergy knowledge.
- Assisted team members when necessary in order to promote the greatest overall guest satisfaction.

California Pizza Kitchen

Apr 2015 - Apr 2017

Host

Pleasanton, CA

- Organized and managed seating of guests in the 3rd highest selling CPK in the nation by providing accurate wait times while ensuring the success of servers.
- Acted as the first and last point of contact to guests, ensuring a welcomed arrival and departure.