Logan Wittenbrock

Loganwittenbrock@gmail.com ❖ (909) 477-1239 ❖ Rancho Cucamonga, CA

WORK EXPERIENCE

UPS   **July 2010 – Present**
Air Hub Operations   *Ontario, CA*

- Responsible for providing customer service by ensuring daily tasks are completed within a strict time frame.
    - Lead a belt of 15+ co-workers while receiving highest packages per hour weekly.
- Provide troubleshooting and software application assistance on Windows CE enabled RFID scanners.
- Commended for teamwork and motivation, contributing to progressive efficiency and near 100% accuracy in tracking and shipment times.
- Train new hires on detailed load splits, loading techniques, and optimal scanning methods.

REI Inc.   **June 2016 – July 2017**
Shipping and Sales Specialist   *Rancho Cucamonga, CA*

- Revamped prior stocking methods to increase merchandise retrieval and efficiency.
- Provided follow-up procedures in accordance with warranty and return policies between customer and vendors to resolve issues tailored for the customer.
- Increased personal sales by 25% through acquiring data and performance metrics from management.
- Monitored trends and provided information for customers to maximize sales and promote methods of up-selling.
- Implemented unique product reward system resulting in merchandise selling out within the first 3 weeks.

EDUCATION

California State University San Bernardino   **December, 2019**
B.S., Information Systems and Technology   *San Bernardino, CA*

- Studies involved methods of securing networks, database administration, system analysis, cyber defense, hardware and software troubleshooting, and information assurance.
    - Lead projects using a Raspberry Pi for a home network solution by creating a network-attached storage server, network wide VPN, and DNS ad filtering application.
    - Collaborated on a team of 3 to create, optimize, and implement unique database modeling and applications for a fictitious company using MySQL Workbench and data analysis graphs for presentations.
- Minor in Public Administration for a broader understanding of organizations, personnel administration, and budgeting.

SKILLS & INTERESTS

- **Skills:** Customer service; troubleshooting; technical support; access control; written and verbal communication; Microsoft Office Suite; Windows OS; Cisco Packet Tracer; TCP/IP; Wireshark; MySQL; Encase; ER Diagrams
- **Interests:** Football; dirt biking; hiking; fishing; Reddit; cooking; Raspberry Pi; running; headphones; jigsaw puzzles; The Office