

Logan M. McCurley



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Objective

Self-motivated and aspiring computer professional seeking entry level technology position to kickstart my career.

Core Competencies

- Highly technical and knowledgeable with computer systems and concepts such as desktop hardware (CPU's, memory, motherboards power supplies, monitors and video graphics cards)
 - Solid understanding and hands on experience with advanced technologies such as: Windows 10, Ubuntu Linux, RAID, SCSI, SSD, Intel, AMD, PCI, Bios Management, partitioning.
 - Competent troubleshooting methodology skills to analyze, diagnose and resolve computer issues
 - Customer Service experience and soft skills for both client facing and answering in-bound customer calls
 - Delivery experience which required meeting company delivery deadlines, quality assurance, dealing directly with customers to ensure customer satisfaction
 - Experienced dictation scribe which required listening to numerous customer recordings each day and accurately dictating word for word customers recordings. Expediency, accuracy, excellent grammar and attention to detail were a high requirement for this position
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Employment Experience

Title: Service Agent

Enterprise Rental
Present

August 2020 –

Responsibilities:

- Responsible for ensuring all Enterprise Rental cars meet Enterprise's standards for cleanliness to increase customer satisfaction.
- Coordinate with rental agents to determine customer demand during peak rental periods by ensuring all post rental vehicles are processed in a timely manner ensuring adequate supply

Title: Delivery associate

Jimmy Johns Restaurant Tallahassee, Florida
2020

November 2019 – April

Responsibilities:

- Responsible for maintaining and cleaning restaurant dining room, kitchen, and bathrooms
- Food prep and cashier which required interfacing with customers, taking orders and preparing menu items
- Delivery driver which required food delivery of online and phone orders to Jimmy Johns customers
- Tasked with hanging weekly marketing promotional displays and signs in restaurant

Title: Dictation Scribe

CopyTalk Tallahassee, Florida

June 2019 – October 2019

Responsibilities:

- Required to listen to numerous customer recordings each day and accurately dictating word for word customers voice recordings. This position required expediency, accuracy, excellent grammar and attention to detail were a high requirement for this position
- Using a ticketing system to mark and clear potential issues with higher management.
- Navigating Salesforce and similar programs for customers.