

Logan Wright

(810) 814-0162

<https://logan-l-wright.github.io/>

loganlwright@gmail.com

SUMMARY

Bachelor of Science in Computer Science from the University of Michigan-Flint, seeking to obtain CCNA and Security+ certifications. Highly motivated with customer service and technical experience, capable of working both independently and in a team. Eager to grow personally and professionally.

EDUCATION

University of Michigan-Flint

Graduation Date: April 2023

- Bachelor of Science in Computer Science.

TECHNICAL SKILLS

- **Operating Systems:** Windows 10/11, Linux, iOS, Android
- **Software:** BMC Helix ITSM, Microsoft Intune, ServiceNow, Dameware, Microsoft 365, Google Workspace
- **Languages/Technologies:** Python, C++, C#, Java, JavaScript, HTML, CSS, SQL, Git
- **Concepts:** Object-Oriented Programming (OOP), Data Structures

WORK EXPERIENCE

Peckham, Inc - (Remote)

August 2024 - Present

Technical Support Representative - USDA Contractor

- Provide Tier 1 phone support for USDA employees, assisting with troubleshooting technical issues remotely.
- Assisted with mentoring new TSR agents.
- Utilize BMC Helix ITSM, Active Directory, InTune, and other various tools for ticket management, user account administration, and troubleshooting.
- Collaborate with team members and supervisors to escalate and resolve more complex technical problems.
- Maintain detailed documentation of customer interactions and technical solutions.

The Kroger Company (Flint, MI)

June 2018 - December 2020

Overnight Stocker

- Worked independently while coordinating with the team.
- Provided customer service, assisting with product location and information.
- Ensured damaged or expired items were removed from shelves.

PROJECTS

Personal Computer Build

Completed October 2024

- Researched computer parts that are compatible, making use of sites like pcpartpicker.com.
- Assembled the computer, updated the BIOS, installed Windows 11, and installed necessary drivers.
- Gained further experience in researching compatibility based on hardware needs, assembling computer systems, and installing and configuring necessary software.