# Logan Wright

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## SUMMARY

Detail-oriented and customer-service-focused Technical Support Representative with experience providing Tier 1 support in high-volume environments. Holds a Bachelor's degree in Computer Science and is skilled in troubleshooting, problem solving, mentoring new agents, and utilizing tools such as BMC Helix ITSM, Active Directory, and Intune. Proven ability to collaborate with teams and work independently to resolve complex technical issues.

## EDUCATION

University of Michigan-Flint      —      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

## CERTIFICATIONS

- HDI Support Center Analyst      —      August 2024
- MTA: Software Development Fundamentals    —      May 2018

## WORK EXPERIENCE

Peckham, Inc **- (**Remote)      —      August 2024 - Present

***Technical Support Representative - USDA Contractor***
- Provide Tier 1 phone support for USDA employees, assisting with remote troubleshooting of technical issues
- Utilize BMC Helix ITSM, Active Directory, Intune, and other tools for ticket management, account administration, and issue resolution
- Mentor and support new TSR agents by answering questions and guiding them through troubleshooting procedures
- Collaborate with team members and supervisors to escalate and resolve complex technical problems
- Maintain detailed documentation of customer interactions, technical issues, and resolutions

## PROJECTS

Personal Computer Build      —      Completed October 2024
- Researched compatible computer parts using resources like pcpartpicker.com
- Assembled the computer, updated BIOS, installed Windows 11, and configured necessary drivers
- Gained hands-on experience with hardware compatibility research, system assembly, and software installation/configuration