

Logan Wright
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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	—	April 2023
<ul style="list-style-type: none">● 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

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

WORK EXPERIENCE

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

PROJECTS

Personal Computer Build	—	Completed October 2024
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- 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.