LOGAN HUGLI

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PROFESSIONAL SUMMARY

Solution-driven professional excelling in highly collaborative work environment, finding solutions to challenges and focused on customer satisfaction. Proven experience developing consumer-focused web sites using HTML, CSS, JavaScript, Python and Bootstrap. Experience building products for desktop, phone and mobile app users, meeting highest standards for web design, user experience, best practices, usability and speed. Responding to challenges by designing and developing solutions and building web applications aligned to customer's services. Translating solutions into code and working across many different APIs, third-party integrations and databases.

SKILLS

- Python
- Django
- Html
- CSS
- JavaScript
- Bootstrap

- Able to learn quickly
- Customer service
- Software testing
- Project Management
- Troubleshooting

WORK HISTORY

Technical Support Representative, 04/2018 to Current

DRB Systems Inc. – Akron, OH

- Provided Tier 2 IT support to non-technical internal users personnel through desk side support services.
- Followed up with clients to ensure optimal customer satisfaction following support engagement and problem resolution.
- Worked closely with support team members to meet or exceed all customer service requirements.
- Remained up-to-date on latest technologies and solutions applicable to company products in order to provide best support to end-users.
- Trained and supported end-users with software, hardware and network standards and use processes.

Shift Manager, 10/2012 to 04/2018

Venture Data – Kent, OH

- Managed schedules, accepted time off requests and found coverage when shifts were short.
- Kept employees operating productively and working on task to meet business and customer needs.
- Trained and mentored new employees to maximize team performance.
- Assisted customers with prompt and polite support in-person and via telephone.

EDUCATION

Highschool : 2010
Rootstown High School - Rootstown, OH

Medical Laboratory Technology, Na
Tri-C Community College - Cleveland, OH