Logan Keiper

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Education

Bachelor of Computer Science - University of North Carolina at Greensboro, *Expected Summer 2026*
Minors: Mathematics and Philosophy
Associate of Science
Guilford Technical Community College - *2022*

Work Experience

Lowe's Foods, Greensboro, NC   October 2023- Current
Guest Service Leader
- Delivered exceptional guest service by greeting customers, addressing concerns, and ensuring a positive shopping experience.
- Supervised and motivated front-end associates, including cashiers and baggers, to meet service standards.
- Oversaw cash register operations, ensured transaction accuracy, and managed financial procedures.
- Addressed and resolved customer complaints or escalations in a professional and timely manner.
- Assisted with onboarding and training new associates on company policies, customer service practices, and store procedures.
- Maintained a clean and organized front-end area and ensured promotional displays were properly set up.
- Ensured team adherence to store policies, health and safety regulations, and operational guidelines.

Thomas Tire and Automotive, Greensboro, NC
General Service Technician/Shop Captain   July 2016 – July 2022
- Perform general service tasks including oil changes, tire replacements, vehicle inspections, and headlight restorations.
- Oversee shop upkeep and ensure a clean, safe, and efficient workspace.
- Serve as the primary point of contact for other general service technicians, providing guidance and escalating issues as needed.
- Assist customers with inquiries, provide accurate information, and recommend products and services to meet their needs.
- Handle customer intake, ensure paperwork is completed accurately, and manage filing and documentation processes.
- Answer phone calls, schedule appointments, and provide professional customer interactions.

Jams Deli, Greensboro, NC
Kitchen manager   January 2013 – July 2016
- Prepared and stocked ingredients such as vegetables, deli meats, sauces, and burger patties to ensure kitchen readiness for lunch and dinner services.
- Verified that food was cooked to customer specifications and ensured timely delivery of orders.
- Cooked side items and assembled orders in appropriate baskets for service.
- Performed end-of-day tasks, including cleaning fryers, mopping floors, sanitizing countertops, wrapping condiments, and securing the store.
- Counted registers, prepared deposits, and ensured accuracy in financial reporting.

Skills

- Management Experience
- Supervising Experience (3+ years)
- Programming languages: Python, Java, C++
- Web Development: HTML, CSS
- Git
- SQL

- Data Structures & Algorithms: Familiarity with sorting, searching, and common data structures like trees, graphs, and hash tables.
- Basic understanding of Linux, Windows, Mac
- Analytical thinking and troubleshooting skills for technical challenges.
- Experience working on group projects or in collaborative coding environments.
- Ability to learn new technologies and frameworks quickly.
- Strong verbal and written skills for technical documentation or presentations.