Logan Saunders

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Projects

QUALITY ASSURANCE WEB APPLICATION
- Utilized Fetch with Node.js endpoints to communicate with the TeamDynamix API

COLORMATIC

GITHUB > COLORMATIC
- Helped colorblind people decipher what a color was using multiple 3rd party libraries and async functions

EMAIL INTERFACE
- Created a custom interface for emailing agents
- Used jQuery, Materialize CSS, and Node.js

AUTOMATED TICKETING VIA WEBHOOK
- Processed requests based on conversation
- Updated TeamDynamix each time a request was received

Work Experience

BRIGHAM YOUNG UNIVERSITY – IDAHO | AUG 2016 - PRESENT

SENIOR REPORTS ANALYST | AUG 2019 – PRESENT
- Created an email interface to improve the process and quality of emails for support center agents
- Wrote documentation for multiple web applications

REPORTS ANALYST | AUG 2018 – AUG 2019
- Updated Excel spreadsheets with improved logic for macros
- Administered data to other departments on campus that helped with hiring and budget decisions

PROJECT MANAGER | JAN 2018 – APR 2018
- Coordinated many large and small projects to gather data
- Improved the Quality Assurance process by developing and maintaining a web application
- Directed a small team of specialists in uploading data, creating reports, and revitalizing procedures

PATHWAY SUPPORT SUPERVISOR | JUL 2017 – JUL 2018
- Worked with managers on providing a more efficient workplace

PATHWAY SUPPORT SPECIALIST | AUG 2016 – JUN 2017
- Consulted students with their problems and provided customer service

Skills

- C++
- C#
- HTML
- CSS
- JavaScript
- VBA

- jQuery
- React
- Node.js
- Moment.js

- Microsoft Office
- Visual Studio Code

- Leadership
- Communication
- Customer Service
- Graphic Design

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