Logan Lake

`Hard working //  Tech-savvy // Self-starter`

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Fair — *Concierge & Operations Assistant*

MAY 2019 - APRIL 2020

At Fair, I handle a large number of inbound customer service requests. While assisting in the Operations department, I also pay citations and tolls accrued by customers and keep a meticulous record of each. Additionally, I occasionally assist in maintaining systems the company inherited through acquisitions.

Freshly — *Senior Associate & Delivery Specialist*

2018 - 2019

As part of the newly-formed delivery team, I was responsible for recording, codifying, and enacting basic processes to proactively track and manage delivery issues. I handled communications with external carriers, as well as internal logistics and production teams. In my role as a Senior Associate, I also provided day-to-day guidance and oversight to associates in a variety of roles.

Weebly — *Community Manager*

2016 - 2017

In the role of Community Manager, I was responsible for maintaining communication and moderation on Weebly's community and support forums, maintaining proper brand image and fostering discussion. Further, I was also responsible for communication with the general public on Twitter and Facebook, representing the brand directly to its online customer base.

Freelance — *Business Writing*

2010 - 2015

I have written on a wide variety of topics for several companies, including SEO-driven sales copy, online store content, and press releases. The work was self-started, and concerned not only writing high-quality copy, but also negotiating with company representatives and clients.

ACCOMPLISHMENTS

Currently completing the Full Stack Development Bootcamp at University of Arizona

Worked with team members to create and deploy a project as a group within the times and constraints allotted.

SKILLS

HTML

CSS, including Bootstrap

JavaScript, including JQuery

Git and GitHub usage