LOGANSMITH

Experienced technical and customer support professional seeking employment with a company that fosters professional growth. Adept at troubleshooting software issues, providing excellent customer service, and collaborating across teams to ensure customer satisfaction.

CONTACT INFO

P: (801) 361-1693
logansmt@gmail.com
LinkedIn Profile

EXPERIENCE

GMetrix, Lindon - *Technical & Customer success*

May 2021 - November 2024

- Quickly assessed issues through effective questioning and step-by-step guidance for issue resolution
- Collaborated across teams to address complex customer concerns.
- Continued professional development through training and certification programs, including Certiport & CompTIA.

Habit Grill, American Fork - *Customer Service*

October 2020 - April 2021

- Welcomed customers with a smile, ensuring accurate order-taking.
- Maintained cleanliness and sanitation in dining areas.
- Prepared food promptly and accurately as per customer orders.

Utah County Emissions, Pleasant Grove - *Technician*

April 2020 - August 2020

- Provided instructions on emissions and inspection processes.
- Validated state taxes and ensured correct state information.
- Conducted vehicle inspections using computer software, checking for issues and ensuring compliance with emissions standards.

EDUCATION

University Of Utah, Salt Lake City UT
Coding Bootcamp
August 2024 - Present

Mountainland Technical College, Lehi UT
IT Fundamentals Certificate Program
February 2021 - February 2022 - Graduated

- Successfully completed IT Fundamentals Certificate Program.

Westlake High School, Saratoga Springs
2016 - 2020 - Graduated

SKILLS

Customer Service
Phone Etiquette
Troubleshooting
Ticketing Software
Microsoft Office
Planning
Team coordination

Certifications

IC3 GS6 Certification