Logan Cai

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https://logancai.com

Summary of Qualifications

- Web developer, technical writer, IT technical support and project lead
- 4+ years of experience developing in HTML, CSS, JSON, JavaScript, jQuery, SQL, PHP, Ruby on Rails and Unix
- 5+ years of IT technical support experience in one-to-one, remote and executive
- Highly proficient in project implementation and management, along with team leading and collaboration
- Able to multitask and prioritize issues while aiming to keep everyone productive
- Team player, working tightly with managers and colleagues and clients

Employment History

November 2016 – November 2016
iPhone Deployment Technician
Easter Seals Bay Area, Burlingame, CA

- Provide a one-on-one experience for every employee making sure all their questions are answered and they walk out with a working iPhone that is correctly complying with the enterprise mobile deployment manager policies

July 2016 – August 2016
Web Developer
Vong Nguyen for Coast Community College District, Garden Grove, CA

- Developed front end design using the Bootstrap framework and Adobe Typekit for boostrapping font
- Coded JavaScript for Venmo and credit card contribution options
- Utilized Braintree Payments for PCI SAQ A credit card compliant back end processing and recorded contribution data using Google Sheets

March 2016 – July 2016
Publication Assistant and Web Developer
UCLA Graduate Student Association, Los Angeles, CA

- Incorporated back end Google OAuth authentication integration to reduce the number of usernames and passwords
- Developed Graduate Student Publications' WordPress website
- Integrate Box APIs into a developmental version of a graduate funding website as a potential cost savings maneuver of $100/year/server
- Composed knowledge based articles for technical and publication topics
- Evaluate and maintain 29 graduate student journals for publication by editing and preparing documents and graphics

January 2012 – March 2016
Project Assistant/Computer Tech/Webmaster/Web Developer/Project Lead
Associated Students UCLA, Los Angeles, CA

- Front end (HTML, CSS, JavaScript, jQuery) and back end (PHP, MySQL, MSSQL, REST, Curl) programmer for the UCLA Undergraduate Student Association (USAC) Funding web app, developed from scratch, where students will visit this website to apply for funding for their student groups/clubs
- Served as department technical support, Windows system administrator and network security administrator for student government offices
- Oversee the development of the funding web app as a supervisor by working closely with management and web app users to develop user-friendly features with a $200/month budget
- Lead an analytics-focused development, minimizing the number of clicks a user needs to make to get the information they want and to reduce loading times as much as we can

June 2014 – September 2014
Desktop Support
The Bank of New York Mellon – Mellon Capital Management, San Francisco, CA

- Performed Windows scripting, testing and deploying applications Windows applications, Blackberry and Apple iOS deployment in the enterprise in multiple countries and accounting for license seats

- Provided one-on-one tech support to executives and directors in the local office and remote support in other cities
- Utilized JIRA to document helpdesk technical issues and process through open cases for customer support

July 2013 – March 2014
Intern
EducationSuperHighway, San Francisco, CA
- Coded in JavaScript to automate screen scraping data collection by approximately 75%
- Compile collected data into Excel, Salesforce and company's Wiki
- Analyzed school district's networks, existing hardware, funding and staffing and prepared presentations and reports for clients

Education
Bachelor of Arts in Asian American Studies – 2015
University of California Los Angeles, Los Angeles, CA

Skills and Expertise
- Creative: Adobe Photoshop, Adobe Illustrator, Adobe Premier Pro, Adobe Acrobat Pro
- Computer skills: Microsoft Excel, Word, Power Point, Outlook, Lync, SharePoint, Mac OS X, Windows, Salesforce, Confluence, JIRA, Unix (Basic), Cisco AnyConnect
- Programing: Java, C++, PHP, Ruby on Rails, HTML, JavaScript, CSS, MySQL, Microsoft SQL, Visual Basic for Application, R
- System Administration: Windows Server, SonicWall Firewall, Citrix XenApp, Cisco Unified Communication Manager

Additional Languages
Conversational Cantonese, Basic Spanish, Basic Japanese