

Education

BS IN SOFTWARE ENGINEERING

JUL 2020

Logan Saunders

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Projects

QUALITY ASSURANCE WEB APPLICATION

- Utilized Fetch with Node.js endpoints to communicate with the TeamDynamix API

EMAIL INTERFACE

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

COLORMATIC

GITHUB > COLORMATIC

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

AUTOMATED TICKETING VIA WEBHOOK

- Processed requests based on conversation
- Updated TeamDynamix tickets 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 2019 – APR 2019

- 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 academic problems and provided customer service

Skills

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|--------------|-------------|----------------------|--------------------|
| • C++ | • jQuery | • Microsoft Office | • Leadership |
| • C# | • React | • Visual Studio Code | • Communication |
| • HTML | • Node.js | | • Customer Service |
| • CSS | • Moment.js | | • Graphic Design |
| • JavaScript | | | |
| • VBA | | | |

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ePortfolio: <https://loganes1.github.io/>

Github: <https://github.com/loganes1>