Logan Wiggins

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Tallahassee, FL

EDUCATION

Florida State University, College of Communication & Information – *GPA: 4.0/4.0* Tallahassee, FL
Pursuing B.S. in Information Communication, and Technology w/ *Minor in Computer Science* (Aug 2020 – May 2024)
Honors: AP Capstone Diploma Recipient, AP Scholar Award Recipient,
Bright Futures: Florida Academic Scholar, FSU President's List Recipient for five consecutive semesters

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TECHNICAL SKILLS

Expert proficiency in HTML and CSS. Intermediate proficiency in JavaScript. Beginner proficiency in PHP. Limited proficiency in Angular framework. Limited proficiency in ASP.NET/C# framework. Limited proficiency in Java. High proficiency in SQL (database design and management). Expert proficiency in Microsoft Office applications. Expert proficiency in Adobe applications. High proficiency in photo-editing, video-editing, and graphic design. Limited working proficiency in Spanish.

WORK EXPERIENCE

Paul Consulting Group Tallahassee, FL
Software Developer - Intern (May 2023 – Present)
● Learning best practice coding techniques.
● Designing and implementing web/mobile applications using the .Net framework within established project schedules.
● Adhering to software requirements specifications and project timelines.
● Improving at structured coding using C# and SQL Server.
● Cultivating and maintaining relationships with the Scrum project teams.
● Assisting with the effort to improve the Academy internship experience for the next intern.

City of Tallahassee Tallahassee, FL
Advanced Support Analyst (Nov 2022 – Present)
● Responsible for the same tasks as a Support Desk operator in addition to the following responsibilities:
● Providing technical support for Tier 2 Support Desk incidents.
● Conducting and proctoring interviews for Support Desk applicants and determining the best candidates during hiring periods.
● Training new employees in the tasks performed as a Support Desk operator.
● Assigning software licenses to City employees for applications such as the Adobe and Microsoft Office suites.
Support Desk Operator (Dec 2021 – Nov 2022)
● Creating and editing user accounts using Active Directory Manager.
● Installing required software for City employees.
● Troubleshooting devices consisting of computers, printers, tablets, telephones, and mobile phones.
● Taking calls and providing technical support to users for the Support Desk and properly documented detailed incident tickets.
● Highly proficient in SolarWinds and ServiceNow service management platforms.

223 Agency Tallahassee, FL
Project Manager - Intern (Feb 2023 – May 2023)
● Assisted in the design and planning of client websites and applications.
● Documented the software architecture of client websites and applications.
● Completed quality assurance testing after the design and development of client websites and applications.

ORGANIZATIONS

Association of IT Professionals (AITP) Tallahassee, FL
FSU Organization – President (Mar 2023 – Present)
● Helped reestablish AITP as a campus organization, establishing and increasing overall member turnout through various marketing and recruiting events and strategies.
● Helped organize and oversee a variety of panels and events in the hopes of connecting members with IT employers.
● Designed relevant graphics and flyers in hopes to attract campus-wide attention to the organization and its goals.

REFERENCES

- **Edward Rankin**, Supervisor at the City of Tallahassee – (850) 274-1682 | Edward.Rankin@talgov.com
- **Kim Norman**, Manager at the City of Tallahassee – (850) 694-5114 | Kim.Norman@talgov.com