

Logan B. McKinley

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Experience

July 2023 - Present

doTERRA – *Technical Support Engineer – Tier II*

- Act as a primary point of contact for escalated technical issues from Tier I support teams
- Proactively identify recurring technical issues and provide recommendations for product and service enhancements.
- Demonstrate advanced knowledge of operating systems, applications, networking protocols, and hardware components to troubleshoot and resolve complex employee issues in a timely manner

February 2021 – July 2023

doTERRA - *Help Desk Technician*

- In-depth knowledge and understanding of numerous software packages and operating systems
- Provided customer and end-user help desk support in a company of over 2,000 employees
- Easily identify and resolve technical issues and concerns
- Accurately triaged and resolved over 200 tickets per week

November 2019 - January 2021

Echo Park Paper Co, Orem Utah - *Warehouse worker / Shipping Clerk*

- Accurately managed product selection/packaging
- Learned new shipping software, become proficient with internal shipping processes
- Coordinated with various departments to ensure customer satisfaction

October 2016 - June 2017, July 2019 - November 2019

Sodalicious, Orem Utah - *Mixologist*

- Memorized hundreds of specialty drinks and orders
- Accurately fulfilled customer orders
- Interfaced directly with customers on transactions, ensuring customer satisfaction

April 2015 - July 2015

Silverfire , Orem Utah - *Telemarketer*

- Phone contact with customers on education and career opportunities
- Worked closely with my team and team leads to increase interpersonal phone skills
- Learned multiple software applications related to CRM telemarketing

June 2013 - June 2014

Noah Webster Academy, Orem Utah - IT

- Managed and Maintained computers and projection systems in 30 school classrooms
- Set up computer testing labs for school standardized testing
- Installed and maintained network wiring for surveillance system cameras and computer networks in classrooms and server room

Education

August 2019 – Present (expected April 2024)

Utah Valley University, Orem Utah – *Bachelors in IT Network Administration and Security*

August 2019 – December 2022

Utah Valley University, Orem Utah – *Certificate of completion – Network Administration*

May 2017

Mountain View High School Graduate

Religious Mission

- Missionary for The Church of Jesus Christ of Latter-Day Saints - *Santa Maria, Brazil 2017-2019*

Leadership

- Eagle Scout
- Shift Leader at Sodolicious
- Troop leader of 10 Scouts in the Boy Scouts of America
- District Leader for missionaries in Brazil. Taught communication and motivation skills in the Portuguese language.

Skills

Python, and Html - Currently learning and using daily in both my college courses, personal use, and in current work position.

Linux - Management of campus network switches within a Linux environment.

JavaScript – Using in current projects for automation of tedious manual tasks such as hardware check in for Work at Home employees.

Microsoft Office - Over 5 years of experience in school, past employment, and at home.

Active Directory – Daily management and creation of Active Directory users for local and international employees for 2 and a half years.

Applications from previous employment- Daily troubleshooting and exposure to the back end of some past employment applications such as: SAP, Microsoft Exchange, Agilent, LIMS, Okta SSO, GlobalProtect VPN, RedBeam Asset Tracking, SSCM for imaging, and many others.

Direction - I'm fascinated by computers and Information Technology. I'm applying here because I believe I will learn and be a significant contributor.

Portuguese Language - Fluent

Accounting / Excel - Was the financial secretary for 1 year during my LDS mission. Was responsible for all transactions and money for over 120 missionaries and used Excel daily to record these transactions.

References

Christine Goodwin • Warehouse Manager, Echo Park Paper Co. • (801) 592-2684

J Smithee • Former Religious Leader • (801) 368-5005

Julio Ortiz • Help Desk Team Lead, doTERRA • (801) 830-5085