Logan Rupp
Web Developer | Graphic Designer

Contact

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Profile

IT consultant and web developer with a Bachelor of Science in Graphic IT from Arizona State University, offering expertise in technical support, network management, and full-stack web development. Skilled in troubleshooting, VoIP management (3CX, FreePBX), DNS/firewall configuration, and Microsoft administration. Experienced in managing projects with tools like ITGlue, AutoTask, and Asana, providing both on-site and remote support across multiple locations. Known for my adaptability, problem-solving, and communication skills, I aim to leverage my technical and creative abilities in a NetSuite developer or web consulting role, streamlining operations and enhancing user experiences.

Skills

Technical Skills
- HTML 5
- Javascipt
- Microsoft SQL Server
- CSS
- Adobe Photoshop
- Adobe InDesign
- Adobe Premiere Pro
- Adobe After Effects
- VoIP systems
- Microsoft Administration
- Network Configuration
- IT Support and Troubleshooting

Soft Skills
- Project & Time Management
- Problem-Solving
- Adaptability
- Customer Satisfaction
- Leadership & Development
- Documentation & Communication

Work Experience

Veeya Phoenix, Az
Level 1 IT Technician   Sept. 2023 - Aug. 2024

- Delivered weekly on-site IT support across 8 locations, ensuring consistent service, as well as reducing average ticket volume per location by 60% within 6 months.
- Maintained detailed documentation using ITGlue, streamlining records for accuracy and efficiency.
- Managed and escalated support tickets through AutoTask and Asana, covering Microsoft account administration, Raptor Technologies, DNS/firewall Configuation, 3CX & FreePBX VoIP, and ValcomSpeaker Systems.
- Provided remote technical support, logging and resolving diverse user issues systematically, maintaining an average 5 star review rating between all clients.
- Compiled and submitted end-of-day reports, highlighting system failures and key issues to ensure timely resolutions.

SS Staffing Services, LLC Phoenix, Az
FOH Supervisor   Feb. 2022 - Aug. 2023

- Supervised daily front-of-house operations, fascilitating seamless communication between front and back-of-house teams to ensure poerational efficiency.
- Addressed customer feedback, and product returns while upholding high standards of client satisfaction and service quality.
- Executed store open and close operations with meticulous attention to detail and adherence to company protocols.
- Prepared and verified money deposits with precision, ensuring secure and accurate transportof funds.
- Processed and fulfilled customer orders with exceptional accuracy and efficiency.

Amazon San Bernardino, Ca
Fullfillment Associate   Sept. 2019 - June 2021

- Handled both inbound and outbound warehouse operations, efficiently coordinating the movement of merchandise and packages across various locations.
- Utilized a range of equipment to move big and bulky items while consistently adhering to proper saftey procedures and PPE guidelines.
- Maintained above-average productivity, consistently ranking in the top 3 for weekly rate and package preparation metrics.
- Demonstrated strong attention to detail and efficiency in handling tasks, contributing o the smooth flow of operations within the warehouse.

Discount Tire Co. Fort Collins, Co.
Service Coordinator   June 2017 - May 2019

- Supervised a team of 6 - 8 members daily, ensuring effective coordination and productivity.
- Facilitated clear communication of tasks between associates and clients, optimizing workflow and service delivery averaging 15+ vehicles services per hour minimum.
- Assisted with stocking and maintinging inventory, ensuring organization and tidiness.

Projects

Great Hearts User Cloud Migration   Dec. 2023

- Successfully executed a two-week project to migrate all users at designated campuses to a full cloud configuation.
- Re-imaged / Configured a total of 1400 student and faculty devices, integrating them into the organization's Microsoft Azure environment.
- Provided tailored setup and support for specific policy group devices, ensuring seamless transition and minimal disruption to daily operations.

Education

Arizona State University Tempe, Az
Bachelor of Science | Graphic IT - FullStack Developent