

Logan Rupp

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WORK HISTORY

Veeya Phoenix, Az

Level 1 IT Support Technician September 2023 - August 2024

- Delivered weekly on-site support across 8 locations, ensuring consistent and reliable service for end users.
- Maintained comprehensive documentation in ITGlue, facilitating accurate and efficient records.
- Managed and escalated support tickets via AutoTask and Asana, addressing Microsoft account administration, Raptor Technologies, DNS configuration, and 3CX management, and more
- Provided remote technical support, systematically logging and resolving a variety of issues, for end users.
- Compiled and submitted detailed end-of-day reports, identifying system failures and key issues for prompt next-day resolution.
- Managed DNA firewall settings and 3CX/FreePBX network configurations, including IP whitelisting and blacklisting, to enhance network security and regulate web traffic.

SS Staffing Services, LLC Phoenix, Az

FOH Supervisor February 2022 - August 2023

- Supervised daily front-of-house operations, facilitating seamless communication between front and back-of-house teams to ensure operational efficiency..
- Addressed customer complaints, feedback, and product returns, upholding high standards of client satisfaction and service quality..
- Executed store opening and closing procedures with meticulous attention to detail and adherence to company protocols..
- Prepared and verified money deposits with precision, ensuring secure and accurate transport of funds.
- Processed and fulfilled customer orders with exceptional accuracy and efficiency, contributing to a positive customer experience..

Amazon San Bernardino, Ca

Fullfillment Associate September 2019 - June 2021

- Operated on both inbound and outbound sides of the warehouse, efficiently handling the transport of merchandise and packages across various locations.
- Utilized a range of equipment to move big and bulky items while consistently adhering to proper safety 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 to the smooth flow of operations within the warehouse.

Discount Tire Co. Fort Collins, Co

Service Coordinator June 2017 - May 2019

- Supervised and managed 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.
- Collaborated with a team of 6 - 8 members daily to perform general tire maintenance and deliver exceptional customer care.
- Assisted with stocking and maintaining inventory, ensuring organization and tidiness..

PROJECTS

Great Hearts Full Cloud Migration

- Successfully executed a two-week project to migrate all users at designated campuses to a full cloud configuration.
- Re-imaged student and faculty devices and integrated them into the organization's Microsoft Azure environment.
- Provided tailored setup and support for specific devices, ensuring seamless transition and minimal disruption to daily operations.
- Delivered the project on time, enhancing the school's IT infrastructure and aligning with their long-term cloud strategy.

SKILLS

Technical

Programming:

JavaScript - 2 years
SQL - 1 year

Web Development:

HTML5 - 3 years
CSS - 3 years
JavaScript - 2 years

Cloud Services:

Google Cloud - 1 year
3CX - 1 year
Free PBX - 1 year

DNS Configuration - 1 year
Microsoft Azure - 1 year

Adobe Creative Suite:

Photoshop - 5 years
InDesign - 5 years
Premiere Pro - 3 years
After Effects - 1 year

Soft

Customer Satisfaction - 9 years
Leadership &
Development - 3 years
Documentation &
Communication - 5 years

EDUCATION

Bachelor of Science
Graphic IT | Full Stack Development
Arizona State University
Tempe, Az