

Logen E. Autry

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Summary

20 Year old Computer Science Major at ucf with 4 years of customer service experience. I have used and troubleshooted computers for my whole career and am proficient in the hardware relating to both computers and networks. I am working towards obtaining my comptia A+ and my comptia Sec+. I am the head of a cyber security dev team here at UCF.

Skills and Certifications

Computer Adjacent Skills

- Proficient in most linux distro setups, **Professional in Windows 8,10,11 setups**
- Efficient at handling **Hardware in laptops and desktops**
- Proficient in **Microsoft office applications**
- Knowledgeable in **information security** and **ticketing systems**
- **2+ years of computer troubleshooting experience**

Communication Skills

- 4+ years of **over the phone and in person computer related customer service**
 - Lead team of 10 during customer service shifts
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Education

University of Central Florida, Orlando, FL Grad Date: May 2027
BS in Computer Science with minor in S.C.A.N

Related Coursework

- Operating Systems Concepts
 - System Administration and Maintenance
 - Managing IT Integration
 - Security in Computing
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Employment Experience

Computer Technician Shift Lead

uBreakiFix - New Port Richey, FL July 2022 to February 2024

1. Managed team of ten in computer repairing
2. Hands on experience in repairing both computers and network-oriented devices (i.e firewalls)
3. Handled all customer service phone calls and offered over the phone fixes
4. Managed back storage of computer parts and repaired devices
5. Handled system setups for both windows and mac os
6. Downloaded both licensed and open source software for clients
7. Brought our rating from a 4.0 to 4.8 in the time working there

Customer Service Representative

Dial America - New Port Richey, FL July 2022 to February 2024

1. Handled Customer Service phone calls
2. Created Tickets

