Logan Fuller

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WORK EXPERIENCE

Taco Bell   **Irvine, CA**

Service Desk Team Lead   Nov 2022 - Current
- Oversaw Service Desk operations of 100+ analysts supporting over 7,500 restaurants nationwide. Directly managed a team of 10+ analysts.
- Owned the support relationship with vendors Comcast Business and Stratacache. Held weekly meetings to review support operations and implement continuous process improvement.
- Managed major incidents impacting +10% of users and escalations with key stakeholders. Served as the escalation contact for critical and high-priority incidents.
- Maintained partnerships with Production Support teams and Change Advisory Board to ensure stability of product rollouts.

Level 2 Service Desk Analyst   Feb 2022 - Nov 2022
- Provided technical support to Level 1.5 and Level 1 analysts. Responsible for owning escalations, diagnosing root cause of new issues, and sharing findings with developers for resolution.
- Defined, documented and maintained known resolutions and workarounds for continuous improvement of internal and external living support documents and Knowledge Base Articles.
- Recognized for identifying, documenting, and a production ordering defect impacting users nationwide.
- Conducted bi-weekly one-on-one mentoring sessions with Level 1 and 1.5 analysts, fostering technical proficiency and leadership capabilities.

Level 1 Service Desk Analyst (Contractor, FTE, Franchise Service Desk)   Oct 2020 - Feb 2022
- Identified problems, diagnosed root causes, and implemented solutions for all restaurant technology via inbound calls, chat support, and email.
- Handled 20+ calls daily and closed 98% of tickets on first call before escalation.
- Partnered with the Knowledge and Training team to perform shadowing, reverse shadowing and mentorship to new hire and newly cross-trained Level 1 analysts.
- Temporarily worked on the Franchise Service Desk, a specialized team supporting franchise owners with file delivery, database discrepancies, and user alignment issues.

EDUCATION & CERTIFICATIONS

Amazon Web Services (AWS)
AWS Certified Cloud Practitioner   Dec 2023
Las Positas College   **Livermore, CA**
AS - Network Security and Administration   2018-2020

TECHNICAL EXPERIENCE

Operations: Vendor Management, Major Incident Management, Incident Coordination, Change Management, Project Management, Process Improvement, Reporting, ITIL

Software: ServiceNow, Windows 7/10, AWS, Active Directory, Solarwinds, Cisco Meraki, Datadog, SQL, Containers, IP Schema

Hardware: PCs, POS, Android Tablets, Brother Printers, Aruba Switches, Fortigate Firewalls, Cisco Access Points, Supermicro Servers