**Logan Jarrett**

4179 Hwy 90 W

Pocahontas, AR

72455

Cellular: (870)758-0910

Email: logan4179@hotmail.com

Dear Hiring Manager:

I saw your job posting and was interested in what you have to offer. I have had a varied professional career. I’ve interned in the computer programming department at NWACC, as well as assisted in fixing appliance and internet problems, and am even licensed in 15 states to sell health insurance. I have always been a dependable worker, and have worked on my own video game engine, as well as launched a Udemy course in my spare time.

 Through dedication to my studies, I have attained an Associate’s Degree in Business Information Technology from the Northwest Arkansas Community college, and am now seeking a job opportunity somewhere I can grow as an individual while finishing my studies toward a Bachelor’s degree. Here are some of my various skills:

* Experience with C++, C#, Visual Basic, Java, COBOL, and other programming languages.
* Experience building websites with HTML/CSS, PHP, JavaScript, and SQL.
* Experience in the Unity C# video game design environment.
* Experience working in technical troubleshooting customer service for Viasat Internet Services.
* Experience assisting with locating repair men and taking down information about malfunctioning appliances..
* Experience with customer credit card accounts.
* Experience in store merchandising including ordering and stocking.
* Great work ethic and calm demeanor.

I look forward to working with you and showing you the qualities I could bring to this position. I can be contacted any time via phone or email and eagerly await meeting with you.

*Sincerely,*

Logan Jarrett

Enclosure: Resume

**Logan Jarrett**

**Address:** 4179 Hwy 90 W

Pocahontas AR

72455

**Phone:** 870-758-0910

**Email:**logan4179@hotmail.com

**Personal Profile**

I have worked with C++, Visual Basic, Java, PHP, COBOL, SQL and other languages in my studies and am looking to start the ASU trade program soon. I have a long history of customer service experience from several job sources both on-site retail, and in call-center settings, doing things like customer service/troubleshooting for an internet service provider, managing and explaining credit card accounts to customers, and assisting with appliance repair. I’ve also worked on campus as an intern at Northwest Arkansas Community College in the IT department helping write programming code for a .NET application that manages product licenses on campus.

**Related Skills**

Programming experience with many OOP languages. Computer skills with Microsoft Office Access, Word, Excel, general customer service (including call center and store clerk), programming experience with C++ and Java and others through college coursework. Some experience with Cisco networking systems through NWACC networking coursework. Many years building my own PCs.

**Professional experience (starting with most recent)**

**Sanitor/Machine Operator – FritoLay** *Jonesboro, AR*

03/2017 - present

 870-910-3400

Sanitation for machinery/equipment, moved up to machine operator; operate large-line processing machinery.

**Quality Assurance – Teletech** *Jonesboro, AR*

08/2015 - 05/2017

 870-802-3417

Sales for Medicare health plans. Answered licensed agent questions before connecting customers with enrollment. Find correct enrollment period and product for customers. Moved up to grading agent calls in quality department.

**Customer Service Representative-Transcom** *Pocahontas, AR*

03/2015 - present

 877-637-2615

Phone center customer service for customers’ internet connection issues and account specific concerns. Troubleshoot internet connectivity issues, help customers with website/email access problems. Determine if issues needed a service call.

**Customer Service Representative- Asurion(formerly NEWcorp)** *Russellville, AR*

05/2012 – 03/2015

 479-968-9750

Phone center customer service for customers with extended protection plans. Register accounts, send service technicians out to residence to fix major appliances.

**NWACC Programming Internship -** *Bentonville, AR*

01/2012 - 05/2012

Assisted IT director with working on a C# application that managed software licenses for students on campus.

**General Merchandise/Deli/Grocery - Harps** *Fayetteville, AR*

09/2010 - 05/2012

 877-772-8193

Stocked and arranged shelves in General Merchandise, ordered merchandise. Also ran registers.

**Supplies Associate/Cashier/Tech Associate - Office Depot** *Conway, AR*

09/2009 - 05/2010

 501-336-8008

 Stocked supplies, ran registers, helped customers, promoted merchandise and carried out orders for customers' professional office needs, also helped explain tech-related questions to customers and assist in finding proper software/hardware for customers.

**Relationship Manager - Sykes, (formerly ICT group)** *Conway, AR*

 04/2008 - 06/2009

 501-328-3426

Provided customer service for credit card customers. Handled transactions/helped transactions go through at point of sale, process payments, review account information, troubleshoot problems with customers, explain credit process to them, sell account offers, etc.

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**Education/Licenses**

**Arkansas State University** Jonesboro, AR

Coursework toward Bachelors of Science in Information Systems. - *Expected graduation Spring 2017*

**Northwest Arkansas Community College** Fayetteville, AR

Associate of Applied Science Degree Requirements in Computer Information Systems Major Emphasis: Computer Programming - *Graduated May 2012, Program GPA: 3.5*

**University of Central Arkansas** Conway, AR

 Coursework toward Bachelor of Business Administration

**Black River Technical College** Pocahontas, AR

 *General Education*

**Pocahontas High School** Pocahontas, AR

 *HIGH SCHOOL DIPLOMA*

**Health Insurance License (15 states)** Jonesboro, AR

 *Licensed/Appointed to sell health insurance given by Arkansas Insurance Commissioner.*

**References** (can provide more if needed)

**Mrs Cendy Jenkins (Teletech)**

Jonesboro, AR 72801

 870-926-1943(cell)

 My team-lead at Teletech.

**Mrs Sonda Mosley (Teletech)**

Jonesboro, AR 72801

 870-253-9695(cell)

 My previous supervisor at Teletech for medicare sales.

**Mr. Michael Becker (Asurion)**

Russellville, AR 72801

 479-880-6841(cell)

 My supervisor for the longest duration of my time there. Has agreed to serve as reference

**Mrs. Rose Bonner (Asurion)**

Russellville, AR 72801

 479-264-0816 (cell).

 Also my supervisor at Asurion. Has agreed to serve as reference.

**Asurion**

Nashville, TN

 *Thomas/Thorgren* ref check – 615-620-0569 (The line to check employment history at Asurion)

 Company Code ASUR456

**Harps Corporate Office**

Fayetteville, AR 72701

 479-751-7601

 Number for employment check. Worked at Harps from about 09/2010 - 05/2012.

**Google Drive Unity Code Examples:** [**https://drive.google.com/open?id=0BzDy38IhOefRV2hEcmFLb2FBR28**](https://drive.google.com/open?id=0BzDy38IhOefRV2hEcmFLb2FBR28)

**Link to my Udemy course:**

[**http://www.udemy.com/unity-complete-and-concise**](http://www.udemy.com/unity-complete-and-concise)