

# CL Chelsea Logan

IT SUPPORT SPECIALIST

## Summary

I am a detail-oriented IT support specialist with over 10 years of experience, including extensive knowledge of POS systems troubleshooting and optimization. Skilled in diagnosing and resolving technical issues across Windows, macOS, and POS platforms. Passionate about improving system efficiency and delivering exceptional technical support to enhance user and business operations.



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<https://dclogan8790.github.io/>

## Skills

- Technical Proficiency
- Systems and Policy management
- Technology Trends and Learning
- Organization Skills
- Communication and Customer Service
- Problem Solving and Adaptability
- Collaboration and Teamwork
- Technical Knowledge and Inventory Management

## Education

### CYBER SECURITY

Thinkful  
2023

### ASSOCIATE OF APPLIED SCIENCE IN CULINARY ARTS – FOOD AND BEVERAGE MANAGEMENT

Southcentral Kentucky Community  
and Technical College  
2013 - 2016

## Language

English

## Experience

### IT SUPPORT SPECIALIST

Global Tech Solutions  
2021 - Present

- Delivered technical support for servers, PCs, and networks, ensuring seamless operations and resolving system outages.
- Enhanced data security and system performance by implementing updates and managing backups.
- Troubleshoot hardware and software issues, improving user satisfaction across macOS and Windows platforms.

### DIGITAL MEDIA COORDINATOR

Crown Staffing  
2022-2025

- Created automated spreadsheets and streamlined workflows, boosting efficiency across multiple offices.
- Designed digital content and resources, supporting staff onboarding and internal communications.
- Enhanced technical proficiency among staff through targeted training initiatives.

### LEAD WEBMASTER

The Justice Beat Talk Show  
2021-2022

- Managed and optimized websites, ensuring user-friendly interfaces and robust system performance.
- Implemented cybersecurity measures, maintaining data integrity and secure access.
- Designed innovative web solutions, enhancing engagement and digital functionality for stakeholders.