

Brandon Jones

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Professional Experience

Service Desk Analyst | Huntington National Bank | Feb 2021 – Present

- Collaborated on the development of a Retrieval-Augmented Generation (RAG) AI agent during an enterprise Hackathon, contributing to an IT knowledge management solution that advanced to patent review.
- Supported enterprise service desk operations by analyzing technology issues, documenting solutions, collaborating with cross-functional teams, and identifying opportunities to improve knowledge sharing and service delivery.
- Served as Membership Engagement Lead for the African American Business Resource Group, leading employee engagement initiatives, organizational communications, newsletters, and cross-functional events.

IT Support Specialist | Atos | May 2019 – Feb 2021

- Analyzed and resolved enterprise technology issues across Microsoft technologies, Epic, Cerner, VMware, 3M, Paragon, and other business-critical applications within a HIPAA-compliant healthcare environment.
- Maintained an 88% First Call Resolution rate while managing 20+ technical incidents daily and consistently exceeding service performance expectations.

Desktop Support Technician | CareTech | Apr 2018 – Apr 2019

- Supported end users and business operations by resolving hardware, software, and technology issues while consistently meeting established service and performance standards.
- Analyzed and documented technical issues and user requirements to identify process improvements and support effective technology solutions.

Sales Account Manager | AcceptanceNOW | Apr 2016 – Mar 2018

- Promoted from Assistant Sales Manager; recognized as a 2017 Perform to Win Finalist for leading one of the district's highest-performing retail locations, generating approximately \$20K in annual store profit.
- Led daily business operations by managing a portfolio of 700+ customer accounts, mentoring three Customer Service Representatives and one Assistant Manager, mitigating fraud risk, and developing two team members into Sales Manager roles.

Volunteer Experience

Business Systems Analyst | Social Solace

- Conducted business assessments to identify operational challenges and support business improvement initiatives.
- Identified and reported publicly exposed source code in a GitHub repository for remediation.

Founder & Executive Director | Vehicle City Esports

- Built the organization's digital infrastructure and online presence to support long-term organizational growth.
- Developed and led a five-week educational enrichment program introducing students to esports, digital literacy, leadership, and technology careers.

Certifications

- **Project Management Essentials Certified (PMEC)** — Demonstrates foundational knowledge of project planning, project lifecycles, stakeholder communication, scheduling, risk management, and project execution.
- **Six Sigma White Belt** — Demonstrates foundational knowledge of process improvement, root cause analysis, workflow optimization, waste reduction, and continuous improvement methodologies.