# Brandon Thweatt

### Business Systems Analyst

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Aspiring Business Systems Analyst with experience in client support, software configuration, and technical problem-solving. Skilled in SQL with knowledge of XML, JavaScript, and HTML. Strong communicator with attention to detail, eager to contribute to successful projects and learn new technologies.

## Work Experience

**Systems Analyst** Aug 2022 - Present

j5create | Atlanta, GA

Internal Systems Analyst and Business Process Analyst for a mid-market Information Technology hardware company. Primary focus around the implementation of Business Systems in our Sales Team, and consulting new IT Solutions for clients.

**Responsibilities**

* Provided high level consultation and support to clients as well internal teams, to ensure client success and satisfaction.
* Analysis client demands and applied critical problem solving to address service issues with the most optimal solution.
* Manage and develop internal systems platforms, using custom data mapping and conversion tools.
* Engaged in unit testing to ensure quality product and accuracy.
* Up to date with best practices and industry standards during design and consultation of client solutions.
* Oversee project scope by managing expectations and task delegation to ensure efficiency.
* Explore sales prospects and leads to stimulate new accounts.
* Implement training materials and user engagement, to cover to learning development of all stakeholders.

**Measurable Achievements**

* Implemented email automation, increasing lead follow up consistency to 100%.
* Integrated SalesForce CRM to reduce backlog and increase organization, saving time spent managing leads and prospects.
* Digitally transformed IT service department method of data transfer, reducing refund/exchange turnaround time from 72 hours to 24 hours

**Customer Service Lead** Mar 2016 - Dec 2022

Publix Supermarkets | Atlanta, GA

Worked in multiple high-volume stores in the Metro Atlanta area, holding various positions across departments, majority of time spent as a Customer Service Lead.

* Oversaw all front-end operations daily, task delegation for cashiers and baggers depending on current business need.
* Coached and lead team members in superior customer service, ensuring the customer is always taken care of, leading to an increase in customer satisfaction.
* Handled cash operations, performing end of day front office balancing, to ensure 100% accuracy.

## Core Skills

Data Conversions, Client Requirements, Excel, Account Management, Client-Facing, Technical Skills, Client Relationship Management, Coaching, Business Analysis, Business Systems Analysis, Systems Analysis, SQL, Database Management, Requirements Analysis, AWS, SalesForce, Microsoft Dynamics 365, Project Management

## Education

**Kennesaw State University** Aug 2023 - Dec 2025

**Bachelor of Science** | Information Technology

**Chattahoochee Technical College** Jan 2018 - Dec 2022

**Associate of Science** | Computer Information Systems