Brendon Shaw

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Education

Bachelor of Science in Computer Science – University of Memphis, Memphis, TN
Graduated: May 2026
Relevant Coursework: Data Structures, Algorithms, Databases, Machine Learning

Skills & Tools

Languages: Python, SQL
Certifications: AWS Certified Cloud Practitioner, Google Data Analytics
Tools: Git, Avaya Site Administration (ASA), VS Code, Zoom Admin, NICE On-Prem, NICE QM, CM
Configurations, Verizon Contact Center, Warehouse Management Systems (WMS), Ticketing Systems

Experience

Comm Services Shift Lead – UMRF Ventures, Memphis, TN
September 2025 – Present
- Led daily operations for enterprise communication systems, ensuring high availability across NICE On-Prem,
Avaya Aura, Verizon Contact Center (ACD), and Zoom, improving service reliability and incident response
performance.
- Collaborated with IT, security, and vendor teams to troubleshoot and resolve telephony and contact center
issues using NICE QM, NICE Engage, Avaya Site Administration (ASA), and ticketing systems.
- Optimized CM configurations and escalation workflows, reducing average resolution time and improving
operational efficiency.

Vendor Risk Security Analyst – UMRF Ventures, Memphis, TN
April 2025 – July 2025
- Conducted vendor risk and security assessments to evaluate third-party compliance with organizational
security and risk management standards.
- Reviewed vendor documentation, access controls, and security practices to identify risks and support
mitigation efforts.
- Documented findings and tracked remediation using ticketing systems, improving audit readiness and vendor
governance processes.

Systems Analyst Intern – DHL Supply Chain, Memphis, TN
May 2024 – August 2024
- Analyzed warehouse and operational data using SQL and Microsoft SQL Server to support reporting,
system performance analysis, and data-driven decision making.
- Worked with Warehouse Management Systems (WMS) to identify process inefficiencies and recommend
system and workflow improvements.
- Developed stakeholder presentations and reports using Microsoft PowerPoint to communicate insights,
trends, and technical findings

Projects

<u>Tiger Syndicate — Full-Stack Ruby on Rails Marketplace</u>

- Designed and developed a full-stack Ruby on Rails marketplace application for the University of Memphis community, enabling students to buy, sell, and offer services in a secure, role-based environment.
- Implemented real-world business rules, authentication and authorization using Devise and OAuth, and ensured data integrity with PostgreSQL.
- Built and tested end-to-end application features using RSpec, styled responsive user interfaces with Bootstrap, and delivered a deployment-ready system from requirements gathering through implementation.

Technologies: Ruby on Rails, PostgreSQL, RSpec, Devise, OAuth, Bootstrap, MVC Architecture, Full-Stack Development

<u>Tower Overhaul Project — Systems Analysis Initiative</u>

- Led a systems analysis initiative to identify and address critical inventory storage and tower management inefficiencies impacting operational performance.
- Conducted comprehensive data and workflow analysis, producing a detailed report outlining root causes, risks, and associated financial impact.
- Presented findings and proposed solutions to senior management, projecting potential cost savings exceeding **$10 million** through improved inventory organization and process optimization.

Skills & Tools: Systems Analysis, Data Analysis, Inventory Management, Operational Reporting, Stakeholder Presentations