

# Brandon Dunlap

Technology Analyst

## Personal Info

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## Skills

- Agile
- B.S. Marketing - Aug 2023
- Kanban
- MS Excel, PowerPoint, Word
- Scrum
- Servant Leadership
- VersionOne

Quality-Driven Technology Analyst with a strong foundation in agile methodologies, skilled in customer service and technical support. Proven success in team training and process optimization, reducing after-call work by 60%.

## Certificates

- Professional Scrum Master (PSM I)
- Professional Scrum Product Owner (PSPO I)
- Professional Agile Leadership (PAL I)
- AWS Certified Cloud Practitioner
- IBM DevOps and Software Engineering

## Work History

May 2023 - present	<b>Technology Analyst</b> <i>State Farm, Richardson</i> <ul style="list-style-type: none"><li>Served as a liaison between the development team and business stakeholders, ensuring effective communication and alignment of objectives</li><li>Analyzed and reported on service-level metrics, focusing on identifying trends in ticket volumes to assess positive or negative shifts in service quality</li></ul>
Feb 2023 - May 2023	<b>Business Technology and Support Technician</b> <i>State Farm, Richardson</i> <ul style="list-style-type: none"><li>Provided Verint and eGain enterprise contact center technology support</li><li>Provisioned user access rights and permissions to support the following functions: Workforce Management, Quality Monitoring, Desktop Processing Analytics, Reskilling, and Reporting</li><li>Efficiently managed and resolved a high volume of ServiceNow tickets and collaborated with cross-functional teams to implement solutions that enhance overall productivity and user experience</li></ul>
Oct 2017 - Feb 2023	<b>Licensed Sales Agent</b> <i>State Farm, Richardson</i> <ul style="list-style-type: none"><li>Facilitated 25 daily stand-ups that improved communication and instilled accountability</li><li>Led 10 retrospective meetings that identified 5 recurring impediments and improved transparency</li><li>Trained 4 new team members by tracking metrics, empowering, and maintaining a dialogue on performance</li></ul>
Apr 2017 - Oct 2017	<b>Workforce Management Scheduler</b> <i>State Farm, Richardson</i> <ul style="list-style-type: none"><li>Analyzed department staffing needs and created schedules based upon employee capacity</li><li>Resolved conflicts between employees and managers in regards to scheduling policies and processes</li><li>Negotiated schedules with employees that would better accommodate them and put them in a position where they could assist customers more efficiently</li></ul>

Sep 2016  
- Apr 2017

## Customer Service Representative

*State Farm, Richardson*

- Persuaded customers to sign up for our optional Drive Safe and Save discount with a 90% success rate
- Spearheaded a change that was implemented department-wide to better assist our employees in monitoring discounts offered
- Improved processes to increase productivity and reduce time spent on after-call work by 60%

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## Education

Aug 2023

### Marketing, B.S.

*The University of Texas at Dallas*

- Coached a team of 5 developers, enhancing their understanding of Scrum principles and methodologies, resulting in improved collaboration, and efficiency
- Led a comprehensive ad campaign for a local coffee shop, encompassing mockups, banner ads, display ads, commercials, infographics, and persona boards, driving brand visibility and customer engagement
- Coordinated with a high-performing, self-organizing team in the planning, collaboration, and execution of a senior marketing data analysis project