JONATHAN BURKE

IT ANALYST AND TECHNICAL LEADER

CONTACT

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OBJECTIVE

To obtain a challenging position where my creativity, problem-solving skills, and experience in customer experience and project management can be utilized to enhance user experience and drive business objectives.

ABOUT ME

Tech-minded leader with a passion for facilitating smooth, intuitive user experiences.

Spent the first 12 years of my working life in customer support and management before starting a career in IT Asset Management.

Tech enthusiast from a young age, built my first computer when I was 10 years old.

EXPERIENCE

STORE TECHNOLOGY ANALYST

Burlington Stores, Inc │ *2017 – Present*

Planning, coordination and oversight of the deployment of technology in retail settings. New equipment and systems as well as upgrade and/or refresh of existing platforms and assets. Both front side POS systems and back of house.

2024 Xstore Deployment – Command Center Lead
- Served as leader for the Deployment Team (17 reports).
- Upgraded Point of Sale software to Xstore platform in entire Burlington chain.
- Converted a total of 1,042 stores and 10,500 registers – Less than 5% of stores needed rescheduling, less than 0.5% of registers needed attention after deployment day.
- 20 weeks from Pilot to Deployment end
- average 52, peak 80 stores/ week

NIKON TEAM LEADER, ESCALATIONS

Sykes Enterprises, Inc │ *2012 – 2017*

Manager of Escalations Team in high-volume Call Center handling customer service, technical support, and product expertise for Nikon Photography and Sport Optics equipment.

Handled recruiting, training, coaching, and workforce management for team of 20 direct reports. Also responsible for developing and enforcing revision of escalation responses, resulting in an increase of CSAT scores from 40% to 70% within the first two months in role.

Served as Subject Matter Expert and Knowledgebase Curator to handle escalated questions from call center agents.

SKILLS

Project Management
Asset Management
HTML/ CSS/ JavaScript
Communication
Technical Writing
Servant Leadership
Customer Experience

EDUCATION

BUCKS COUNTY COMMUNIT COLLEGE

Graphic Design - Incomplete