

Hannah Brownson

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Jr. MDM Analyst

Work Experience

Jr. Master Data Management Analyst

US Patriot Tactical - Columbia, SC

June 2021 to Present

- Ensure high level of data quality and completion for products, customer, and business partners
 - Perform regular data import activities
 - Perform regular audits and updates for existing product and customer data
 - Aid in catalog merchandising activity for retail and eCommerce activities
 - Communicate with retail and supply chain divisions to ensure accurate & effective stock levels exist to meet operational standards
 - Aid in new product onboarding and maintenance
 - Conduct, review, and analysis of vendor catalogs to ensure catalog of products remains current
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- Manage most aspects of product lifecycle management from onboard to end of life.

IT Assistant

US Patriot Tactical - Columbia, SC

January 2021 to June 2021

- Asset management for all company owned IT equipment
- Created a database for all store service providers company wide to help better keep track of bill pay status and access them all from one destination
- Handle tickets for both HQ and remotely for the store locations
- PROC stores
- Always making sure we have Store IT equipment in stock at HQ in case of item malfunctions
- Troubleshoot over the phone with stores to help repair problems
- Coordinate new hire equipment set ups and account creation
- Set up new store internet and keep up to date on existing accounts
- Run ethernet drops when necessary
- Creating standard responses for basic questions we see frequently that could be fixed without a helpdesk ticket
- Working with my team to set and maintain efficiency standards that will drive success
- Working on Trailhead E-learnings to better familiarize myself with salesforce

Consultation Agent, Geek Squad

Best Buy - Columbia, SC

December 2019 to December 2020

- Assist clients with setting up and managing their private accounts

- Process client data with high security
- Teach clients how to use their new PC's during in store consultations
- Repair iPhone displays and batteries, as well as perform whole unit replacements and service send offs for iPads, AirPods, and Apple watches
- Experience with over the phone consultations and troubleshooting
- Authorized to perform apple diagnostics and repairs
- Apple tested and certified
- Check in laptops, desktops, phones, and televisions for service
- New PC set ups with data merging
- Train incoming agents on SOP

Barista

Starbucks - Lexington, SC

March 2019 to January 2020

- Connected with customers as soon as they walked in
- Made drinks
- Tendered money on register
- Kept the store clean and inviting
- Took orders at drive-thru
- Trained incoming baristas on the proper drink making techniques and drink recipes

Mobile Sales Consultant

Best Buy - Lexington, SC

September 2019 to December 2019

- Managed clients mobile accounts
- Upgraded plans, added lines, and ported numbers
- Data transfer between old and new devices
- Tendered money on register

Customer Service Specialist

Best Buy - Lexington, SC

May 2019 to September 2019

- Assisted customers with a warm and professional attitude
- Processed returns and exchanges
- Coordinated in home consultations
- Tracked progress on deliveries
- Answered phone calls regarding returns, appointments, consultations, and deliveries

Groups

Band merchandise seller

November 2017 to October 2018

- Sold band merch for my cousins band in Utah and helped organize lists for what they had in stock and what they needed to order more of.
- Contacted local venues to book future concerts.