Hannah Brownson

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801-928-1402

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

• 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

• Managed assets for all company owned IT equipment

• Created a database for all store service providers companywide to keep track of bill pay status as well as to have easier access to them all from one destination

• Handled tickets for both HQ and remotely for the store locations

• PROC'd stores

• Made sure we had Store IT equipment in stock at HQ in case of item malfunctions

• Troubleshot over the phone with stores to help repair problems

• Coordinated new hire equipment set ups and account creation

• Set up new store internet and kept up to date on existing accounts

• Ran ethernet drops when necessary

• Created standard responses for basic questions we saw frequently that could be fixed without a helpdesk ticket

• Worked with my team to set and maintain efficiency standards that drove success

• Worked on Trailhead E-learnings to better familiarize myself with salesforce

**Consultation Agent, Geek Squad** Best Buy - Columbia, SC

December 2019 to December 2020

• Assisted clients with setting up and managing their private accounts

• Processed client data with high security

• Taught clients how to use their new PC's during in store consultations

• Repaired iPhone displays and batteries, as well as performed whole unit replacements and service send offs for iPads, Air Pods, and Apple watches

• Experienced with over the phone consultations and troubleshooting

• Authorized to perform Apple diagnostics and repairs

• Apple tested and certified

• Checked in laptops, desktops, phones, and televisions for service

• Performed new PC set ups with data merging

• Trained incoming agents on SOP

**Mobile Sales Consultant** Best Buy - Lexington, SC

September 2019 to December 2019

• Managed clients mobile accounts

• Upgraded plans, added lines, and ported numbers

• Performed data transfer between old and new devices

• Tendered money on register

Education

**Lexington High School** Lexington, SC

Graduated 2016

Certifications and Licenses

**Coding and Web Development**

May 2022 to Present

I am currently taking a certification bootcamp through UNC Chapel Hill for web development. We have gone over HTML, CSS, JavaScript, & API integration, and we are currently learning node and SQL. Upon completing this course in November, I will have a basic understanding of being a full stack web developer, and I plan to further my knowledge with additional courses and classes as well as in my next job.

References

**Alexis Bausinger** Cell Phone: 803-237-3734 – E-Mail: alexisbaus5175@gmail.com

**Emily Boesl** Cell Phone: 803-606-4315

**Kevin Williams** Cell Phone: 803-317-9955 – E-Mail: [kevin@cognizantleader.com](mailto:kevin@cognizantleader.com)

**Christi Sheppard** Cell Phone: 803-479-2333