

# Brandon Lenz, PMP

3324 Peachtree RD NE Unit 2701 | Atlanta, GA 30326 | 715-297-8536 | Vikingblenz@gmail.com

---

## Objective

To obtain a full-stack position in cloud application development.

## Education

- Oregon State University
  - Postbacc Computer Science
  - August 2020 - Present
- University of Wisconsin - Madison
  - Bachelors Of Science – Graduated 2015
  - Majored in Nuclear Engineering with minors in German Language and Mathematics

## Experience

**QGenda LLC**, Atlanta, Georgia

*Manager, Customer Success* January 2020 - Present

- Lead two teams of consultants who actively engage in 150 different new customer projects
- Collect, prioritize and develop initial requirements for new product functionality based upon aggregate customer feedback
- Drive continuing process optimization to ensure scalability of optional add-product for the QGenda software as utilization across customer base scales

*Supervisor, Customer Success* April 2018 - January 2020

- Independently developed tools in Microsoft Excel and Google Sheets to automate core processes in the department and save over 100 hours per month.
- Supervised, developed, and mentored team of 7 consultants and promoted a collaborative, cohesive environment.
- Administered \$8M in annual recurring revenue, maximizing profitability through superior customer service, effective and prompt communication and follow-up on all pending matters with the customer.

- Promoted to positions of increasing authority and responsibility due to outstanding client relations and support and trust of colleagues and direct reports.

*Account Consultant* February 2016 - April 2018

- Lead weekly meetings with clients, team members, and managers; manage project timeline to optimize use of available resources to meet program milestones and objectives
- Lead and supervised teams at client site visits for training and implementation of QGenda
- Selected by management to supervise and train junior consultants and evaluate development of such skills
- Lead and present at weekly meetings with executive team on active High Value Client implementations

*Software Consultant* July 2015 - February 2016

- Manage and control implementation process in order to meet milestones and go-live dates
- Actively communicate implementation timelines to customers and QGenda Team Leads
- Identify and implement customers' schedule requirements
- Elevate customer use of QGenda application through implementation of new features and functionalities
- Provide implementation and configuration support to QGenda Implementation and Account Consultants
- Manage CRM and relevant documents for accounts and active implementations

**Carson's Market**, Madison, Wisconsin

*Head Student Supervisor* May 2014 - June 2015

- Timekeeping, hiring, scheduling, labor budgeting and terminations for workforce of around 140 students
- Lead 15 person supervisory team to ensure that information is effectively communicated to and between assistant supervisors
- Considered on call resource for student supervisors should a situation ever arise in the unit that needs addressing

*Other positions at Carson's* August 2010 - May 2014

## **Skills, Awards, and Accomplishments**

- German Language - Highly proficient
- Problem Solving

- Uses various scripting languages to automate tasks
- Eagle Scout
- Ironman Triathlete