

BRANDON CARLSON | DATA ANALYST

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An accomplished professional with extensive experience in sales, customer service, and business management. Proven track record of leading and managing teams, integrating strategic plans, and fostering a positive and profitable culture. Expertise handling various business facets, including HR, shipping, and financial analysis. Certified Debt Consultant with a history of helping clients achieve economic stability. Demonstrated success in improving organizational processes, increasing employee retention, and enhancing customer satisfaction. Adept at utilizing psychological insights to drive customer decisions and achieve business objectives. Competent, decisive, and driven with experience developing and maintaining collaborative and productive working relationships based on accountability, teamwork, and performance excellence. Currently seeking to transition into a data analyst role to leverage analytical skills and strategic thinking in a data-driven environment.

SIGNATURE STRENGTHS & SKILLS

- Data-Driven Strategic Planning
- Operational Efficiency Metrics
- Customer Data Visualization
- Customer Relationship Management
- Trend Analysis in Sales Performance
- Quantitative Analysis of Financial Data
- Financial & Data Analysis
- Staff Leadership & Management
- Data-Driven Decision Making

SUMMARY OF ACCOMPLISHMENTS

- **Achieved Senior Wireless Consultant:** Attained 115% of sales quota for 8 out of 12 months, resulting in promotion to Senior Wireless Consultant.
- **Leadership and Management:** Led a team of 25+ people, handling all aspects of a small business, including HR, shipping, sales, and customer service.
- **Strategic Integration:** Successfully implemented strategic plans to foster a positive and profitable culture within the team.
- **Technical Proficiency:** Proficient in Microsoft Word, Excel, PowerPoint, Adobe Suites, Salesforce, Genesys, Python applications, and Mac OS apps.
- **Sales and Customer Service Excellence:** Consistently delivered outstanding performance in sales and customer service roles

PROFESSIONAL EXPERIENCE

ACHIEVE, Tempe, AZ

March 2022 - Present

Debt Consultant

Created effective solutions to tackle high-interest debt for clients, resulting in significant financial relief. Qualified for promotion in June and July, advancing to LC2 (APL).

- Achieved sales goals for 2 out of 4 months in the Debt Consultant role.
- Developed and implemented a plan for a client with 15 past-due credit card accounts, helping them avoid bankruptcy and pay off \$150k in debt within six months, improving their credit profile and enabling savings.
- Assisted members in overcoming financial struggles and making informed decisions to achieve long-term goals, including home ownership and significant purchases.
- Utilized psychological insights to identify and address harmful spending patterns, emphasizing the urgency of financial situations to clients.

KANDYPENS, Scottsdale, AZ

December 2020- February 2022

Office Manager

Managed all aspects of a small business, including HR, shipping, sales, and customer service, ensuring seamless operations. Successfully integrated strategic plans to foster a positive and profitable culture within the organization.

- Managed and directed payroll, supplies, scheduling, performance, and growth for a team of five agents.
- Implemented effective turnaround strategies to transform a failing business. Created a comprehensive handbook to ensure compliance with state laws and established an office plan to streamline hiring and maintain low employee turnover for the first time in seven years.
- Developed inventory plans and warranty processes, equipped agents with better tools, and improved customer service, resulting in zero turnover for the first time in seven years and long-term employee retention.
- Implemented a customer-friendly process for handling defective products, enhancing troubleshooting protocols, and improving customer experience.
- Established a partnership with an electronics recycler, ensuring proper disposal of defective equipment and earning a green certification for the company.

ENDURANCE GROUP, Tempe, AZ**May 2020 -December 2020****Web Advisor**

Provided first-tier technical support to improve the online presence of small business owners. Set up customers with new hosting services, domain registration, and email support.

- Skilled in using email marketing tools to enhance business communication and improve organic search rankings.
- Resolved urgent website downtime issues, fixed code in WordPress, and updated outdated utility tools to prevent future outages.
- Enabled businesses to maintain website uptime, saving money by removing unnecessary services and integrating Office 360 for enhanced business functionality.

VERIZON WIRELESS, Glendale, AZ**December 2013 - October 2018****Solutions Manager**

Developed customized solutions to adjust device costs and terms, including accessories, to meet KPIs for all employees. Created a detailed spreadsheet for agents to compare device payment plans versus outright purchases, enabling bundled sales pitches and clear visual savings presentations to customers.

- Elevated store ranking from #589 to #11 nationwide in accessory sales. Earned recognition for implementing practical sales tools.
- Created and implemented schedules for 30+ employees, ensuring efficient operations.
- Demonstrated a proactive approach to problem-solving with strong decision-making capabilities.
- Set strategic monthly metrics for employees, challenging their skill sets and encouraging growth.
- Fostered a thriving culture, maintaining top 10 status in RISK metrics for 12 months.
- Recognized as a MyPOSse member and go-to systems expert in both Surprise and West Bell locations.
- Achieved #1 in My Info utilization for coaching and observations on sales behaviors in the Desert territory.
- Ranked #11 nationally in ARD, with over 6,000 contracts year-to-date in 2018.
- Recipient of the Winners Circle Management award in 2016 and 2017.

ADDITIONAL CAREER HISTORY**Solutions Specialist**, Verizon Wireless, 2009-2013**Senior Wireless Consultant**, Alltel Wireless

EDUCATION, CERTIFICATION & PROFESSIONAL DEVELOPMENT**Bachelor of Arts, Speech-Language Pathology, Northern Arizona University****Professional Development**

Certified Debt Consultant, University of Phoenix