

Hannah Brownson

Lexington, SC 29072

hannahbrownson@outlook.com

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
- Troubleshoot 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-learning 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

Christi Sheppard Cell Phone: 803-479-2333