
Brandon Lee.

AI Enablement & Workflow Automation | Enterprise IT Operations | Technical Training

Fairburn, GA (Atlanta metro) · Open to full-time remote roles

BLee706@gmail.com · (706) 566-9886 · linkedin.com/in/blee706 · brandonleecreative.com

SUMMARY

Enterprise IT professional and business owner who turns operational problems into practical AI-assisted systems. Brings approximately eight years of hands-on ServiceNow experience across Chick-fil-A Corporate and UKG, Jira experience at UKG, cross-functional training and company-wide migration support. Designed bookLeedr, a CRM and business operations platform, and a reusable instruction library for Claude Code, Codex, ChatGPT, Gemini and Antigravity. Defines requirements and workflows, directs AI-assisted implementation, evaluates outputs and maintains documentation, source context and human approval gates.

SELECTED SYSTEMS AND APPLIED AI

On each case I conceived and designed the whole system (requirements, data model, screens, workflows, rules); AI agents wrote the code to my decisions; I tested and operate the result. Results are documented milestones, not estimates.

bookLeedr · CRM and business operations platform

2026 to Present

- Designed a connected owner workspace for brandNvisuals that replaced HoneyBook plus separate booking, proposal, task, delivery and content tools: contacts and organizations, sales pipeline, lead forms, proposals, agreements, scheduling, tasks, email, finance, retainers, content studio and automations around one Contact record.
- Defined a shared contact record and activity timeline, with a Services module supplying pricing to quotes and the public website.
- Connected the workspace to an authenticated client portal for galleries, proofs, selects, downloads, feedback and requested uploads.
- Moved new business workflows off HoneyBook into the owned platform, with Stripe for payments and Resend for email. Next.js, Payload CMS, Vercel.

reCOVERED · storage consolidation, deduplication and archive

2026

- Designed the workflow for more than a decade of business data and media across more than a dozen drives: catalog every drive once into an offline index (each file, its location, its drive, searchable even when unmounted), find exact duplicates, re-encode large media through queued jobs into checked, much smaller files at retained quality (451 GB source to a verified 30.7 GB file), compare up to 12 folders, copy with byte-for-byte verification and reclaim space through the Trash only, with restore.

ListingLab · batch image-processing pipeline

2026

- Designed a local pipeline that groups source files automatically, applies a learned preset, allows targeted corrections and exports the batch with client naming; evaluated results against reference output; packaged Mac build and a 42-image production delivery.

KDNCE · music-production application for Mac, iPhone and iPad

2026

- Defined producer-focused workflow requirements and directed reviews of beat creation, inline note editing, audio-unit state restoration, keyboard focus and adaptive layouts through review builds and internal TestFlight, including version 0.11.20 (47).

evrYbranch · family collaboration platform

2026

- Translated real family-use friction into simpler invitations and sign-in, age-aware audience settings, guardian controls and photo-upload recovery, including short invite codes, emailed-code authentication and retrying missing photos without resending successful uploads.

AI instruction library · shared operating context for multiple AI agents

Ongoing

- Designed one workspace that Claude Code, Codex, ChatGPT, Gemini and Antigravity all read and write: shared skill files, project index, changelogs, handoffs, build notes, design files, archives and agent memory under one set of routing rules, source authority, privacy boundaries and human approval gates, so any agent picks up where the last one stopped; home desktop with mobile review and remote control; companion application B'Lystic AI OS (preview) for frozen context packs, agent runs and immutable handoffs.

PROFESSIONAL EXPERIENCE

Owner / Operator · B'Lystic Productions, LLC / brandNvisuals · Fairburn, GA2015 to Present

LLC formed 2015 · brandNvisuals launched 2023 · commercial photography and video for real estate, corporate and brand clients

- Translate client requirements into production plans, client workflows and marketing deliverables.
- Conceived, designed and run bookLeedr, the public website and the client portal, with AI agents implementing to my decisions (see Selected Systems).

Information Technology Department · City of Fairburn, GA · three-person municipal IT teamDec 2024 to Feb 2025

- Full Active Directory and Microsoft 365 administration for city staff: onboarding, role-based access and permissions, provisioning, some Intune work.
- Introduced remote-support practices; advocated for and helped initiate better asset inventory, device accountability and device administration. Assisted the network specialist with some switch replacements.

IT Support Technician III · UKG Inc. / Ultimate Software · Atlanta, GA2018 to 2023

- Enterprise IT support for internal UKG employees: ServiceNow as the primary platform for incident ownership, troubleshooting records and follow-through; also used Jira; ticket-authorized Active Directory onboarding, role provisioning, offboarding, urgent terminations and access decommissioning; device provisioning with SCCM, Jamf, Intune and VMware Horizon.
- Team member on the company-wide Microsoft Office to Google Workspace migration and the Intune management transition: readiness and backup checklists, user preparation, backups, restores and follow-up tickets.
- Created multimedia training content with cross-functional teams and coordinated those projects to deadline.

IT Service Desk Analyst · Chick-fil-A Corporate (Home Office) via TRC · Atlanta, GAJun 2014 to May 2017

- Used ServiceNow as the primary platform for restaurant support cases, documenting troubleshooting, managing escalations and following issues through resolution.
- Business-critical support for restaurant Operators and store teams: Aloha POS pricing, configuration and closing; kitchen production and kitchen display systems; registers, printers, cameras and connected store systems; early iPad drive-through mobile ordering; end-of-day safe reconciliation.
- Guided on-site technicians remotely through network switch replacements on late shifts; delivered systems training and wrote technical documentation.

IT Help Desk Agent · NCR Corporation · Columbus, GAApr 2012 to Jun 2014

- Remote diagnosis and resolution of point-of-sale hardware and software issues across client environments; monitored systems and applied fixes with GEMS, Remedy, eManage, GLS and Citrix.

EDUCATION

Bachelor of Science in Information Technology · University of Phoenix · Atlanta, GAMar 2012 to Nov 2015

CORE SKILLS

AI and workflow practice	Requirements definition · workflow design · AI instruction design · context and source management · output evaluation and human review · iterative testing · technical writing and user training
Project technology	Next.js · Payload CMS · Vercel · Stripe · Resend · TestFlight distribution (exposure through the products above)
Service management	ServiceNow (approximately 8 years across CFA and UKG) · Jira (UKG) · incident ownership · documented troubleshooting and escalation
Enterprise IT	Active Directory / ARS · Microsoft 365 · Google Workspace · SCCM · Jamf · Intune · VMware Horizon · Windows · macOS · iOS / iPadOS · Aloha POS and store systems