

Brandon Lee.

Enterprise IT Operations | Senior Technical Support | Endpoint & Identity Administration | Business-Critical Systems

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

IT operations professional with more than ten years in enterprise and municipal support at NCR, Chick-fil-A Corporate, UKG and the City of Fairburn. Approximately eight years of hands-on ServiceNow use across Chick-fil-A Corporate and UKG, plus Jira at UKG. Owns incidents end to end: remote troubleshooting, Active Directory and Microsoft 365 account and access administration, onboarding and offboarding, endpoint provisioning with SCCM, Jamf and Intune, and support for business-critical restaurant and store systems. Supported two company-wide migrations at UKG as a team member. Business owner since 2015 who now directs AI-assisted development of his own operating platform.

CORE SKILLS

Identity and access	Active Directory (accounts, groups, role-based permissions, onboarding, offboarding, urgent terminations, access decommissioning) · ARS · Microsoft 365 administration · Google Workspace
Endpoint and devices	SCCM · Jamf · Intune · device provisioning and imaging · VMware Horizon virtual desktops · Windows · macOS · iOS / iPadOS
Service management	ServiceNow (approximately 8 years across CFA and UKG) · Jira (UKG) · Remedy · incident and request ownership · escalation with documentation · knowledge articles and how-to guides · user training
Business-critical systems	Aloha POS · kitchen production and kitchen display systems · registers, printers, cameras and connected store systems · iPad mobile ordering · end-of-day safe reconciliation · GEMS · eManage · GLS · Citrix
Migrations and projects	Microsoft Office to Google Workspace migration support · Intune management transition · device and user readiness, backup and restore · asset inventory and device accountability · remote guidance for network switch replacements

PROFESSIONAL EXPERIENCE

Owner / Operator · B'Lystic Productions, LLC / brandNvisuals · Fairburn, GA **2015 to Present**
LLC formed 2015 · brandNvisuals launched 2023 · commercial photography and video for real estate, corporate and brand clients

- Conceived and designed bookLeedr, a CRM and business operations platform that replaced HoneyBook plus separate booking, proposal, task, delivery and content tools with one owned system: contacts, pipeline, proposals, agreements, scheduling, tasks, finance, email, client portal and automations around a single Contact record.
- Designed reCOVERED, ListingLab, KDNCe and evrYbranch the same way: I define the modules, screens, workflows and rules; AI agents implement to my decisions; I test every release and run the result.
- Designed and maintain a shared AI operating context (skill files, project index, changelogs, handoffs, archives, agent memory, routing and privacy rules) so Claude Code, Codex, ChatGPT, Gemini and Antigravity work in the same folders with the same context and approval gates; the home desktop runs the work and is reviewed and controlled remotely from mobile.

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

- Held full administrative access to Active Directory and Microsoft 365 for city staff: onboarding, role-based access and permissions, and account provisioning, with some Intune device work.
- Introduced remote-support practices to the department.
- Advocated for and helped initiate improved asset inventory, device accountability and device administration.
- Worked on site alongside the city's network specialist and assisted with some network switch replacements.

IT Support Technician III · UKG Inc. / Ultimate Software · Atlanta, GA

2018 to 2023

Enterprise IT support for internal UKG employees (UKG formed from Ultimate Software and Kronos; HCM and workforce management)

- Used ServiceNow extensively as the primary service-management platform: owned incidents from first contact through investigation, documented troubleshooting, escalation and resolution across Windows, macOS, Microsoft 365 and business applications. Also used Jira.
- Performed ticket-authorized Active Directory account and access actions: onboarding, role provisioning, offboarding, urgent and emergency terminations, account disabling and access decommissioning.
- Provisioned devices and provided hands-on SCCM, Jamf, Intune and VMware Horizon support, including virtual machines and virtual desktops.
- Team member on the company-wide migration from Microsoft Office to Google Workspace and the transition to Intune device management: prepared devices and users, proactively contacted employees, distributed readiness and backup checklists, guided backups, supported the cutover, restored data afterward, resolved the resulting tickets and assisted with some deployment scheduling.
- Working product familiarity with UltiPro navigation, basic access and general application assistance; the specialist UltiPro team owned deep product support.
- Partnered across teams to create multimedia training content and coordinated those projects to deadline and quality standards.

Tools: ServiceNow · Jira · Active Directory / ARS · SCCM · Jamf · Intune · VMware Horizon / VDI · Google Workspace · Microsoft 365 · Windows · macOS · iOS / iPadOS

IT Service Desk Analyst · Chick-fil-A Corporate (Home Office) via TRC · Atlanta, GA

Jun 2014 to May 2017

High-touch, business-critical technology support for restaurant Operators and store teams; late shift about 4:30 PM to 1 AM

- Used ServiceNow extensively as the primary platform for restaurant support cases: documented issues and troubleshooting, investigated before escalation and maintained ownership through resolution.
- Supported Aloha POS, including pricing, configuration and closing processes; kitchen production systems and kitchen display order routing; registers, printers, cameras and connected store systems.
- Supported early iPad drive-through mobile ordering deployments and helped troubleshoot end-of-day safe reconciliation and closing processes.
- Guided on-site technicians remotely by phone through network switch replacements: port and cable identification, physical connectivity and functional tests, at times dozens of cables with no video feed.
- Delivered training on web, software and financial systems and wrote technical documentation and how-to guides for users.

Tools: ServiceNow · Aloha POS · kitchen production and kitchen display systems · iPad mobile ordering · registers, printers, cameras · safe reconciliation · ticketing · remote support · technical writing

IT Help Desk Agent · NCR Corporation · Columbus, GA

Apr 2012 to Jun 2014

- Provided remote diagnosis and resolution of point-of-sale hardware and software issues across multiple client environments.
- Monitored client systems and applied updates and fixes using GEMS, Remedy, eManage, GLS, Citrix and Microsoft Office.

SELECTED SYSTEMS (AI-ASSISTED DEVELOPMENT)

On each system I conceived and designed requirements, data model, screens, workflows and rules; AI agents wrote the code to my decisions; I tested and operate the result. Details at brandonleecreative.com.

- **bookLeedr** · CRM and business operations platform for brandNvisuals: contacts, pipeline, lead forms, proposals, agreements, scheduling, tasks, email, finance, content studio, automations and an authenticated client portal. One owned system in place of HoneyBook and the separate booking, proposal, task, delivery and content tools it covers.
- **reCOVERED** · storage catalog, deduplication and archive tool for more than a dozen drives: offline file search, exact-duplicate detection, queued media re-encoding (451 GB source to a verified 30.7 GB file), byte-for-byte copy verification and restorable Trash cleanup.
- **ListingLab** · batch image-processing pipeline: automatic grouping, learned presets, targeted corrections, before-and-after preview and batch export with client naming. Packaged Mac build and a 42-image production delivery.
- **KDNCE** · music-production application for Mac, iPhone and iPad; internal TestFlight build 0.11.20 (47).
- **evrYbranch** · family collaboration platform: short invite codes, emailed-code sign-in, audience and guardian controls, photo-upload recovery.
- **AI instruction library** · reusable skills, project context, authoritative sources and documented handoffs for Claude Code, Codex, ChatGPT, Gemini and Antigravity, with privacy boundaries and human approval gates. Companion B'Lystic AI OS application remains a preview.

EDUCATION

Bachelor of Science in Information Technology · University of Phoenix · Atlanta, GA

Mar 2012 to Nov 2015

Brandon Lee · Enterprise IT Operations

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