

Brandon Lee.

ENTERPRISE IT / APPLIED AI / BUSINESS SYSTEMS

01 / SUMMARY

IT professional and business owner with 12+ years of enterprise support at UKG, Chick-fil-A Corporate / TRC, and NCR: incident and request management, access administration, virtual desktops, endpoint imaging and deployment, technical documentation, and user training. Now directing AI-assisted systems development, with a portfolio covering CRM and business operations, media production, music software, and family collaboration.

02 / PROFESSIONAL EXPERIENCE

2015 · PRESENT

FAIRBURN, GA

Owner / Operator · B'Lystic Productions, LLC / brandNvisuals

LLC formed 2015 · brandNvisuals launched 2023

- Translate commercial photography and video requirements into production plans, client workflows, and marketing deliverables.
- Direct AI-assisted development of bookLeedr, a CRM and business operations platform connecting sales, proposals, agreements, scheduling, tasks, finance, communication, and client delivery.
- Define reusable AI instructions for business context, authoritative sources, output standards, privacy, and human review.

2018 · 2023

ATLANTA, GA

IT Support Technician III · UKG Inc. / Ultimate Software

- Provided end-user technical support, onsite and remote, for Windows, macOS, iOS / iPadOS and Microsoft 365 across hardware, software, account-access and connectivity issues.
- Managed the incident and service request lifecycle in ServiceNow: triage, prioritization, documentation, escalation and follow-through to resolution.
- Administered user accounts, group membership and access permissions through Active Directory / ARS, including onboarding and offboarding.
- Configured and maintained virtual machines and virtual desktops in VMware Horizon. Imaged and deployed endpoints with SCCM (Windows) and Jamf (macOS).
- Partnered across teams to create multimedia training content and managed those projects against delivery deadlines and quality standards.

TOOLS ServiceNow · Active Directory / ARS · VMware Horizon / VDI · SCCM · Jamf · Microsoft 365 · Windows · macOS · iOS / iPadOS

2014 · 2017

ATLANTA, GA

IT Service Desk Analyst · Chick-fil-A Corporate / TRC

- Provided first-line technical support to corporate staff and restaurant teams in a high-volume, fast-paced service desk by phone, email and remote session.
- Diagnosed point-of-sale hardware and software issues and guided users through remote resolution, escalating with full documentation when needed.
- Delivered user training for web, software and financial systems. Produced technical documentation and how-to guides.
- Multi-tasked across concurrent tickets while delivering exceptional customer service and technical support.

TOOLS Point-of-sale systems · Remote support · Ticketing · Microsoft Office · Web and financial systems · Technical writing

2012 · 2014

COLUMBUS, GA

IT Help Desk Agent · NCR Corporation

- 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.

EDUCATION

2012 · 2015

Bachelor of Science in Information Technology

University of Phoenix · Atlanta, GA

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linkedin.com/in/blee706 · brandonleecreative.com

Fairburn, GA · Open to full-time remote roles

Selected Systems & Applied AI

PORTFOLIO OF RECENT AI-ASSISTED PRODUCT DEVELOPMENT

My contribution on each case: business requirements, product direction, workflow design, and iterative review with AI development tools. Results below are documented milestones, not estimates.

01	bookLeedr · CRM & Business Operations - Directed a connected platform spanning Contacts, organizations, sales pipeline, lead forms, Smart Files, proposals, agreements, scheduling, tasks, email, Finance, retainers, Content Studio, and automations. - Defined a shared Contact record and activity timeline, with the Services module supplying commercial information across quotes and the public website. - Connected the owner 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.	RESULT Six tool categories consolidated. Next.js · Payload CMS · Vercel · Stripe · Resend.
02	ListingLab · Local Photo-Production Workflow - Directed an editing workflow around real-estate production needs: adjustable looks, color cleanup, targeted image corrections, and batch delivery. - Evaluated results against visual references and refined the processing direction.	RESULT Packaged Mac application and a 42-photo production delivery.
03	KDNCE · Music-Production Application - Defined producer-focused workflow requirements and directed reviews of beat creation, inline note editing, audio-unit state restoration, keyboard focus, and adaptive layouts. - Guided iterations through review builds and internal TestFlight distribution.	RESULT Version 0.11.20 (47) delivered to internal testers across Mac, iPhone and iPad layouts.
04	evrYbranch · Family Collaboration Platform - Translated real family-use friction into simpler invitations and sign-in, age-aware audience settings, guardian controls, and photo-upload recovery. - Directed refinements including short invite codes, emailed-code authentication, and retrying missing photos without resending successful uploads.	RESULT Published onboarding and permission refinements in a documented release.
05	Reusable AI Instruction Library Organize business context and task-specific guidance into maintained skills with explicit source authority, privacy boundaries, output requirements, and human approval rules.	METHOD Route the task. Find the authority. Define the boundary. Make the output usable.

SKILLS & TECHNOLOGIES

Enterprise	ServiceNow · Remedy · Active Directory / ARS · VMware Horizon / VDI · SCCM · Jamf · Citrix · Microsoft Office 365 · Windows / macOS · iOS / iPadOS · Point-of-sale systems
Practice	Incident and request management · remote troubleshooting · user and access administration · endpoint imaging and deployment · technical writing and knowledge articles · user training · project coordination · quality assurance · workflow requirements · AI instruction design · cross-functional collaboration
Project technology	Next.js · Payload CMS · Vercel · Stripe · Resend