

# Brandon Wilson

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## EDUCATION

**The University of Texas at Dallas**

*B.S., Finance*

Dec 2020

**GPA 3.212**

**Collin County Community College**

*Associates in Art-Business*

May 2018

**GPA 3.656**

## EXPERIENCE

**Chick-Fil-A** (Dallas, Texas)

December 2019 - June 2021

*Shift Leader*

- Incorporated COVID safe protocol for receiving cash at the point of sale
- Expanded the outside sales by 200% in the course of 2 months
- Diagnosed food safety concerns across the restaurant to ensure food quality and safety
- Ensured the kitchen team was following proper food making procedures
- Resolved guests concerns quickly and accurately while ensuring genuine hospitality

**Moxie Pest Control** (Chantilly, Virginia)

May 2019 - Aug 2019

*Route Manager*

- Educated potential customers about the benefits of pest control
- Generated over 30,000 dollars of revenue in less than 3 months

**The Conservatory** (Plano, Texas)

Jul 2018 - May 2019

*Server*

- Partnered with team of 14 to maintain a high level of customer service and professionalism
- Led efforts to create a team focused on collaborating together to increase unity

**The Church of Jesus Christ of Latter-Day Saints** (Tacloban, Philippines)

Sept 2015 - Oct 2017

*Zone Leader, Supply & Mission Fleet manager, District Leader, Trainer, and Missionary*

- Reported directly to the Mission President and led efforts to implement mission plans
- Oversaw the efforts of 10 - 22 missionaries from 4 countries to ensure proper adaptation and respect for the Filipino culture
- Managed 72 apartments and supplies of the entire mission
- Conducted missionary exchanges to provide one on one support for each missionary in my district
- Mentored one missionary daily on providing exceptional service and diligent work

**Iqor** (Richardson, Texas)

Jun 2014 - Sept 2015

*Data Analyst Intern, Advanced Support, Android Support*

- Analyzed data provided by the agents to improve customer satisfaction, while improving key indicators
- Oversaw efforts of Android support agents by answering questions and handling escalated customers
- Accomplished being in the Top 5 of all Android agents in Dallas in the first 90 Days

## ADDITIONAL INFORMATION

*Languages: Advanced Tagalog, Waray Waray, and Cebuano*

*Tools: Experienced in MS Word, MS Powerpoint, and MS Excel*

*Eligibility: (USPR) Eligible to work in the U.S. with no restrictions*

*Honors: Eagle Scout with the Boy Scouts of America*