

BRANDON WHITMORE

248-990-4780

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WORK EXPERIENCE

Implementation Specialist

07/2020 - Present

700Credit - Farmington Hills, MI

- Managed the implementation of new and existing client software products from beginning to end
- Guided and supported clients on business process improvement and best practices during implementation to enhance client adoption of the software to increase retention rates
- Followed installation and implementation standards, project plans, and related documentation to ensure a high level of success during the implementation process
- Exceeded previous team KPIs for Client Software Implementations, leading to new standards for Implementation completion rates and times, increasing overall team efficiency and team expectations
- Contributed as a positive member of the Implementation team by supporting all members in a productive and constructive manner

Head Offensive Manager

02/2018 - 01/2020

University of Michigan Football - Ann Arbor, MI

- Connected offensive coaches to 9 offensive student managers, coordinating equipment and creating strategy to meet their needs for practices and games
- Established efficient system for organization and integration of offensive play boards into Michigan Football games
- Analyzed situations and made decisions best suiting football and manager teams to maximize effectiveness and create a culture of trust
- Aided Director of Football Operations with gameday, recruiting events, and family experiences throughout the season
- Enhanced knowledge and understanding of an athletic program with a multimillion-dollar operational budget

Business and Customer Service Intern

05/2019 - 07/2019

K Wood Insurance and Financial Services - Royal Oak, MI

- Communicated with 40+ clients per day via telephone to review goals and coverages, promote new products, and handle other policy needs
 - Processed and sorted client payment information while pursuing and bringing 20+ clients in late pay status up to date per day
 - Provided exceptional customer service, increasing customer satisfaction and understanding of customer account standing
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EDUCATION

Bachelor of Arts: Sport Management, Minor in Business

09/2016 - 05/2020

University of Michigan - Ann Arbor, MI

- 3.60 GPA
 - Relevant Coursework: Consumer Behavior, Strategy, Business Operations, Social Media Marketing
 - Member of the Michigan Sport Business Association
 - Elected to Treasurer for Beta Upsilon Chi Christian Fraternity in 2018
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SKILLS

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| • MS Office | • Customer Service | • Coachability |
| • Salesforce | • Work Ethic | • Adaptability |