

Brandon Walker

Service Manager | Information Systems & Web Development
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Professional Summary

I am a results-driven professional with over five years of software development expertise and nine years of proven leadership in food safety and service management. Skilled in Python, C#, Java, SQL, Linux, and full-stack development with Django and MySQL, I excel at optimizing operations, training teams, and delivering high-quality solutions. With a Bachelors degree in Information Technology from Middle Georgia University in progress, I am authorized to work in the US for any employer and open to relocation anywhere, bringing a blend of technical proficiency and managerial excellence to every role.

Professional Experience

- **Quality Assurance Analyst**

TELUS Digital, Remote
February 2024 - Present

- Conduct quality assurance and training for AI agents, improving system reliability and performance.
- Develop and implement testing protocols to ensure software meets stringent standards.
- Part-time role with a focus on scalable process improvements.

- **Assistant Store Manager**

Zoner's Pizza Wings & Waffles, Waycross, GA
July 2020 - March 2025

- Led employee training programs and streamlined inventory management using Microsoft Excel.
- Oversaw production of pizzas (10"24"), calzones, and strombolis in a fast-paced environment.
- Ensured meticulous cleaning of prep and production areas to maintain high standards.

- **Walmart Associate**

Walmart Supercenter, Waycross, GA
December 2018 - July 2020

- Managed tasks across Deli, Produce, Bakery, and Meat departments, ensuring food safety compliance.
- Performed frying, baking, and packaging of meats, bread, and cakes using commercial equipment.
- Maintained sanitation standards, including operation of a commercial meat slicer.

- **Assistant Store Manager**

Zoner's Pizza Wings & Waffles, Waycross, GA
March 2016 – December 2018

- Directed employee training and optimized inventory processes with Microsoft Excel.
- Managed high-volume production of pizzas (10"24"), calzones, and strombolis.
- Ensured thorough cleaning of prep and production areas to uphold hygiene standards.

Education

- **Bachelor of Science in Information Technology**

Middle Georgia University, Macon, GA
May 2023 – Present (85% credits completed)

- **High School Diploma**

Pierce County High, Blackshear, GA
2011 – 2015

Technical Projects

- Built a full-featured website from scratch on an empty Linux VM using Django, showcasing full-stack development skills.
- Designed and implemented a MySQL database for a webshop, managing user accounts, authentication, inventory, pricing, and transactions.

Core Competencies

- **Technical Skills:** Python (2+ years), C#, Java, SQL, MySQL, Linux, Django, Git, APIs, Machine Learning, Software Development
- **Professional Skills:** Leadership (7+ years), Customer Service (8 years), Inventory Management (6 years), Food Safety (8 years), Project Management, Conflict Resolution, Team Training

Certifications

- Situational Management Training (People, Pride, Profit Methodology), Certified
- ServSafe Food Handler Certification, April 2016 – April 2020
- Microsoft PowerPoint 2010
- Drivers License, Georgia, Present

Additional Information

- My portfolio website is brandonwalkers.com.