JONATHAN BURKE
IT ANALYST AND TECHNICAL LEADER

OBJECTIVE

To obtain a challenging position where my creativity, problem-solving skills, and experience in customer experience and project management can be utilized to enhance user experience and drive business objectives.

EXPERIENCE

STORE TECHNOLOGY ANALYST
Burlington Stores, Inc | *2017 – Present*

Planning, coordination and oversight of the deployment of technology in retail settings. New equipment and systems as well as upgrade and/or refresh of existing platforms and assets. Both front side POS systems and back of house.

2024 Xstore Deployment – Command Center Lead
- Served as leader for the Deployment Team (17 reports).
- Upgraded Point of Sale software to Xstore platform in entire Burlington chain.
- Converted a total of 1,042 stores and 10,500 registers – Less than 5% of stores needed rescheduling, less than 0.5% of registers needed attention after deployment day.
- 20 weeks from Pilot to Deployment end
- average 52, peak 80 stores/ week

Store Hardware Refresh Initiative
- Served as Program Coordinator for Store Hardware Refresh initiative upgrading Point of Sale and Back Office hardware for entire chain of stores over 5-year period.
- Established service contract with equipment vendor to mitigate break/fix costs

NIKON TEAM LEADER, ESCALATIONS
Sykes Enterprises, Inc | *2012 – 2017*

Subject Matter Expert, Knowledgebase Curator, and Manager of Escalations Team in high-volume Call Center handling customer service, technical support, and product expertise for Nikon Photography and Sport Optics equipment.

Handled recruiting, training, coaching, and workforce management for team of 20 direct reports. Also responsible for developing and enforcing revision of escalation responses, resulting in an increase of CSAT scores from 40% to 70% within the first two months in role.

CONTACT

Browns Mills, NJ
jonburke13@gmail.com
(215) 359-6154
www.eurkos.com

ABOUT ME

I spent the first 10 years of my working life in customer service jobs, and the last 10 in IT making it easier for others to do those jobs.

I built my first computer when I was 10, and have always had a passion for technology.

SKILLS

Project Management
Asset Management
Point of Sale
HTML/ CSS/ JavaScript
Technical Writing
Servant Leadership
Customer Experience

TOOLS

Microsoft Excel
SAP
ServiceNow
MS Visual Studio
Workday
Salesforce
Smartsheet

EDUCATION

BUCKS COUNTY COMMUNIT COLLEGE
Graphic Design - Incomplete