

BRANDON LOPEZ

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ACWORTH, GA

EXPERIENCE

Customer Support Engineer

Summit Integrated / September 2022 - March 2024

Working alongside customers to address and resolve technical issues in bespoke AV installations in churches across the nation. Providing top-notch **customer service** to extend the relationship and ensure Summit is a **trusted advisor**.

- Shaping internal and external software systems to improve **customer experience**.
- Updating and maintaining **customer database**, providing internal teams with feedback and documentation after project launch.
- Gathering **actionable data analytics** and working with internal teams to implement new changes based on gathered support data.
- Proficient in troubleshooting complex network systems where AV protocols require precision time alignment in Level 2 networks.

Account Executive

T&LK Creative / March 2021 - September 2022

Oversight of sales process and content strategies at T&LK Creative. Worked with new and existing customers to develop and implement brand-aligned creative strategies.

- Creation and documentation of **sales pipeline**, including **sales cadence** and **prospecting strategies**.
- Lead sales meetings, qualifying prospects, and crafting pitch decks.
- Collaborate with clients on content distribution strategy and audience engagement.
- Oversee end-to-end video production for compelling storytelling.
- **Lead** and **manage** the creative team for innovation and quality.

Creative Director

Influencers Church / January 2019 - November 2019

Provided oversight and led the creative direction of all content produced for social media and US campuses. Brought **consistency** to branding, **elevated quality standards**, and provided clarity on social media while navigating a large shift in the organization.

- Creation of all campus-wide graphics, including **digital** and **print**, specifically formatted for each venue's unique configuration.
- Provided **leadership** and **management** of video production team.
- Brand ambassador to internal teams, ensuring **alignment and consistency** with brand guidelines.
- Creation of **motion graphics** and assets for use in video production.

EDUCATION

Bachelor of Arts (Communications)

Kennesaw State University / 2019

CERTIFICATIONS

- Technology Sales / Course Careers - April 2024
- Digital Marketing / Udemy - August 2019

TECHNICAL SKILLS

- Sales Prospecting & Pipeline Management
- System Strategy & Process Standardization
- Communication & Interpersonal Skills

SOFTWARE SKILLS

- CRM (Nutshell, Zoho CRM, ClickUp)
- Web Design (HTML/CSS, Webflow)
- Productivity (Notion, Asana, Monday, ClickUp)
- Adobe Suite (Photoshop, Illustrator, InDesign, Lightroom)