BRANDON LUEKEN

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Application Support Analyst | SQL · Integrations · Incident Response

PROFESSIONAL SUMMARY

Production support analyst with 19 years of experience on B2B eCommerce platforms. Most of that time was spent in the data: writing SQL against IBM i, reading XML transactions to see which side of an ERP integration broke, and fixing customer configurations without waiting on a code release. Four years as Product Owner on the same platform. Most recently handled alert triage, change risk review, and major-incident communications for Archwell's IT operations.

TECHNICAL SKILLS

Application & data: SQL queries and updates on IBM i (AS/400) / Db2, REST APIs, Postman, XML/JSON, FTP/CSV imports

Operations & tools: Sumo Logic, Dynatrace, ServiceNow, Jira, Confluence, Freshservice, incident and change management (CAB)

PROFESSIONAL EXPERIENCE

Archwell | Business Operations Analyst | Nov 2025 – Nov 2026

IT, infrastructure, communications, and business solutions provider with about 650 employees

- Triaged about 100 Sumo Logic and Dynatrace alerts a week, sorting noise from the problems that needed an application team on a call.
- Reviewed about 8 production changes a week for downstream risk and flagged the ones touching areas with recent incidents in weekly readiness meetings.
- Ran the front end of about 150 major incidents: opened the ticket, requested the bridge call, pulled in the right responders, and wrote the business updates from first notice to resolution.
- After problem reviews, wrote the Jira stories to fix noisy or missing monitors, then watched production to confirm the new alerts fired when they should.
- Started using Copilot to draft change risk assessments, and built a Confluence register so the team could see a change's history before approving the next one.

DST / Solera | Product Owner | Nov 2021 – Oct 2025

- Owned the backlog and release scope for FMPDelivers, a B2B eCommerce platform with about $8M in annual revenue and 40,000 users; wrote the Jira stories and acceptance criteria.
- Stopped a production rollback mid-release. Compared customer configuration records, found a legacy licensing flag the new code depended on, and fixed it with a configuration change instead of new code, keeping the release live for all 40,000 users.
- Led daily standups with 7 developers, 3 QA analysts, sales, and support. Took about 60 releases a year through regression testing, CAB approval, deployment checks, and customer communication.

DST / Solera | Technical Support Analyst | 2007 – Oct 2021

- Main support contact for TurboParts and FMPDelivers across 70–80 distributor sites at peak, handling about 80 tickets a month.
- Set up 60+ new distributor sites end to end: built the warehouse configuration on IBM i, tested a full order from login to delivery, and trained the customer's staff.
- Wrote SQL queries and targeted updates to track down production failures and correct bad configuration or customer data. Traced pricing, inventory, and ordering failures through XML requests and responses to prove whether the fault was ours or the distributor's ERP.
- Trained new analysts on product administration and support, and was the go-to person for demoing the eCommerce platform to leadership and stakeholders.

EDUCATION

Purdue University | Computer Science coursework