

Brendan Schmidt

Implementation Consultant | Product & Operations Strategist

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SUMMARY

Implementation consultant and product strategist who translates operational needs into scalable systems, workflows, and successful launches. Background spans enterprise technology deployments, pharmacy software implementation, product ownership, regulated operations, and client consulting. Skilled in requirements discovery, cross-functional coordination, technical troubleshooting, user training, quality assurance, and go-live execution.

CORE COMPETENCIES

- Implementation planning and go-live execution
- Requirements discovery and definition
- Workflow and systems design
- Product ownership and feature prioritization
- Technical troubleshooting and launch stabilization
- Stakeholder coordination and user training
- Quality assurance and documentation
- Process improvement and operational optimization

PROFESSIONAL EXPERIENCE

Outcomes

Implementation Consultant

Jun 2026 - Present | Pharmacy technology and implementation

- Lead pharmacy software implementations from site readiness and installation through go-live execution
- Prepare sites for deployment across software, hardware, network, and payment dependencies
- Diagnose and resolve technical and environmental blockers, stabilizing sites through early live operation
- Train pharmacy staff and stakeholders on new systems and workflow changes
- Coordinate across client, vendor, and internal teams to keep implementations on schedule
- Assist with the onboarding process and training of both new team members and client pharmacies
- Document risks, requirements, and implementation findings to support clean handoffs and repeatable launches

Global Payments

Information Technology Field Technician

Apr 2024 - Jun 2026 | United States and Canada, hybrid | Payments and enterprise point-of-sale technology

- Implemented enterprise POS and kiosk systems in live NEXTEP and Xenial environments, domestic and international
- Integrated third-party interfaces, peripheral hardware, and networked devices, validating each site before launch
- Diagnosed and resolved hardware, software, network, and payment issues remotely and on site during deployments
- Trained client staff during go-live windows so locations opened on schedule, ready to operate the new systems
- Collaborated with engineering, support, and account teams to close blockers and feed field findings back
- Key results: 100+ enterprise deployments supported; 95% first-contact resolution

Accenture

Senior Trust & Safety Content Analyst

May 2022 - Mar 2024 | Detroit, MI | Trust and safety, platform operations

- Reviewed content for policy compliance at high volume, applying policy consistently across escalated cases
- Led policy communication across the team, clarifying edge cases and aligning reviewers across the NAMER region
- Created a centralized Team Hub consolidating policy and process knowledge into documented procedures
- Mentored and onboarded groups of new hires, bringing new analysts to production accuracy standards
- Supported client-requested projects and escalations alongside production review work
- Key results: 98% policy-review accuracy; 10 to 15 new hires mentored per group

Rocket Mortgage

Document Analyst, Mortgage Loan Originator

Aug 2020 - Apr 2022 | Detroit, MI | Mortgage and financial services

- Processed mortgage documentation at high volume under regulatory requirements where accuracy affected closings
- Improved team procedures and trained new employees while maintaining accuracy and compliance across loan files
- Guided clients through major financial decisions as a loan originator, building referral relationships
- Key results: President's Club level document volume

The North

Managing Director

May 2026 to Present

- Lead consulting engagements spanning websites, customer journeys, CRM and workflow design, automation, advertising, payments, and technology implementation
- Translate client business problems into practical technology and workflow solutions

- Lead discovery, solution design, implementation, QA, launch, and ongoing optimization for each engagement

HoundStack

Product Owner

Pre-launch, launching autumn 2026

- Own product vision, requirements, workflow architecture, and feature prioritization for a pre-launch operations platform serving field-service businesses
- Design workflows spanning client management, scheduling, dispatch, service delivery, billing, payments, reporting, and customer portals
- Translate operational requirements into implementation-ready specifications and conduct QA across interconnected product areas
- Coordinate architecture decisions across authentication, payments, application infrastructure, integrations, and automation

TECHNICAL SKILLS

Implementation & Infrastructure: POS and kiosk systems, NEXTEP, Xenial, Networking and TCP/IP, Cloudflare, Vercel

Web & Platforms: WordPress, Webflow, Shopify, WooCommerce, Jobber, HTML, CSS

Product & Data: Supabase, SQL, GitHub

Payments: Stripe, Payment integrations

Growth: Google Ads, Meta Ads

Creative: Photoshop, After Effects

EDUCATION

Western Governors University

Bachelor of Science, Business Administration - Information Technology Management (in progress)

2022 - Expected 2027

Wayne County Community College District

Associate of Science

2020 - 2021

Detroit, Michigan

CERTIFICATIONS

Google IT Support Professional Certificate

Google