

THOMAS “T.J.” BUMGARDNER

SOLUTIONS & IMPLEMENTATION CONSULTANT

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PROFESSIONAL PROFILE

Solutions and implementation consultant who diagnoses customer and operational problems, translates complex requirements into practical workflows, and leads people from discovery and solution design through implementation, enablement, and adoption.

86 PROJECTS / APPROX. 60 ORGANIZATIONS	54 DELIVERED ZENDESK PROJECTS
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PROFESSIONAL EXPERIENCE

FOUNDER & PRINCIPAL CONSULTANT | [ZenBros](#) · 2019–Present

- Completed 86 consulting, implementation, optimization, and solutions projects across approximately 60 organizations, including 54 delivered Zendesk projects.
- Owned SOW and equivalent proposal scoping, creation, revision, and negotiation for at least two years.
- Led customer and stakeholder discovery, solution design, configuration, automation, integration coordination, migration, QA, training, launch, adoption, and handoff.
- Facilitated enablement and training for groups of 3 to 50; recent client sessions generally ranged from 5 to 20 participants.
- Supported active Zendesk opportunities when internal Solutions Consulting capacity was constrained, connecting technical discovery and commercial judgment to implementation continuity.
- Designed CRM, CX, support, telephony, reporting, multibrand, omnichannel, and operational workflows across Zendesk, Zoho, and connected systems.
- Contained a live platform-side telephony incident affecting five brands by creating temporary IVR, brand identification, contact capture, prioritization, and escalation workflows over approximately 24 hours.

SALES CONSULTANT | [Ridgeland Mitsubishi](#) · Current

- Frontline commercial role maintaining close contact with customers, sales operations, financing complexity, and dealership workflows while returning to systems implementation and consulting.
- Uses consultative discovery to clarify customer needs, explain complex decisions, and carry trust through a high-consequence purchase process.

DIRECTOR OF OPERATIONS | [Rent to Credit, Inc.](#) · 2018–2019

- Developed and managed the operating model for a consumer credit-reporting platform furnishing data to TransUnion and Equifax.
- Connected product, customer support, security, policy, training, reporting, and risk in an FCRA-sensitive environment.

OPERATIONS MANAGER | [Global Staffing Solutions](#) · 2017

- Coordinated high-pressure staffing operations involving approximately 1,200 temporary workers across major venues.
- Connected client commitments with hiring, training, scheduling, attendance, issue response, and frontline execution.

CUSTOMER RELATIONS & QUALITY ASSURANCE | [CCP Games](#) · 2011–2014

- Supported a 24/7 live-service environment through technical troubleshooting, testing, incident response, customer and community events, and internationally distributed product teams.
- Led high-visibility live demos and represented products at press, trade, and consumer events.

CORE CAPABILITIES & PLATFORMS

SOLUTIONS & DELIVERY: Discovery, requirements, stakeholder translation, solution design, scope, workflow architecture, configuration, automation, integration, migration, QA, training, launch, adoption, handoff

ZENDESK: Support, Guide, Talk, Chat/Messaging, Explore, Sell, omnichannel routing, SLAs, CSAT, IVR, business hours, knowledge, multibrand, email/DNS, number porting, migrations

ZOHO: CRM, Desk, Books, Projects, Recruit, Flow, Forms, Creator, One

INTEGRATIONS & SYSTEMS: REST APIs, OAuth, webhooks, low-code applications, GitHub, Railway, Azure SSO, Shopify, NetSuite, HubSpot, Salesforce, Jira, RingCentral, 8x8, ShipStation; implementation fluency rather than software-engineering, SQL, ERP, or enterprise-architecture specialization