

# Jessica Herrera Anderson

Resolution Specialist - API IT Support

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## Objective

Pursing a degree in Information Tech & Networking, Cyber Security

Highly motivated student with a passion for information technology, strong communication skills, and a solid foundation in networking and cybersecurity, seeking an internship to apply theoretical knowledge in a professional context.

## Skills

- Technical Troubleshooting
- Remote Support
- Knowledge of Operating Systems
- Basic Programming Skills

## Experience

Resolution Specialist Jun 2024 – Present  
WALMART.COM

Promoted to the CSP Content Solutions Provider within Walmart.com's Department. As a Resolution Specialist specializing in Seller API Support, I excel in liaising with a diverse range of stakeholders, such as private businesses, suppliers, and content solution providers like Channel Advisor. My in-depth knowledge of APIs, JSON, and XML, coupled with superior communication skills, enables me to facilitate smooth interactions across various channels. Beyond overseeing contact center operations, I cater to the unique needs of our partners. This involves attentively listening to and prioritizing their needs, adapting my communication style to suit different entities, and leveraging my technical expertise to troubleshoot and resolve issues. My ability to adapt to the varied needs of private businesses, suppliers, and solution providers highlights my versatility in this role. By keeping abreast of the latest technology trends, particularly in the API domain, I am able to effectively enhance communication methods. This strategic application of advanced technology not only meets the evolving needs of our partners but also reinforces my dedication to providing top-notch service in the ever-changing landscape of partner interactions.

- Investigate and resolve API errors by analyzing JSON data, providing clear explanations and examples to clients to facilitate successful troubleshooting and implementation.
- Enhance client support by offering additional clarification through phone calls when necessary, ensuring comprehensive understanding and satisfaction.
- API Integration Expertly using APIs to enhance data access and integration, ensuring seamless connections for comprehensive analysis.
- Data Accuracy Assurance: Guaranteeing high data quality and reliability through thorough validation and error-checking.
- SQL Utilization Administering databases and executing complex SQL queries for precise data handling and impactful analysis.
- Interactive Dashboards Designing dynamic Power BI dashboards to effectively visualize data and support strategic decisions.

Senior Resolution Coordinator Nov 2023 – Jun 2024  
WALMART.COM

Excelled within the Customer Account Review Department by surpassing metrics across all areas, demonstrating increased knowledge, and undertaking small projects. Provided mentorship within the department to support colleagues transitioning to new roles. Monitored and managed customer communications via email and phone, maintaining professionalism and adherence to guidelines.

- Conducted thorough analysis of customer complaints, identifying trends and root causes and proposing solutions.
- Ensured accurate resolution of issues through detailed data entry and drafted timely responses to inquiries.
- Implemented effective documentation techniques to track customer interactions and reduce risks.
- Developed and distributed a concise PowerPoint guide on voluntary time off (VTO) usage, reaching 100 call center employees via newsletter.

Improved consistency and reduced confusion by posting the guide on OneNote for easy access. Received supervisor's praise for project effectiveness.

Resolution Coordinator III Jun 2023 – Nov 2023  
WALMART.COM

Managed resolution of damage and loss in transit complaints for retail orders in the Account Review Department. Conducted thorough investigations by actively listening to customer concerns and escalating major issues to supervisor's. Responded promptly to customer calls and inquiries, clarifying issues and determining root causes to resolve complaints. Produced detailed investigation reports for clients, evaluated customer data to prevent fraud, and provided accurate product and service information via live chat.

- Achieved all performance metrics within 90 days, including call, chat, and email response times, ensuring consistent delivery of excellent customer service from the outset.

## Education

Bachelor of Science Information Technology and Networking-Cyber Security Jan 2024 – Present  
DEVRY UNIVERSITY

Dean List

Associate of Arts Psychology May 2021 – Dec 2023  
REDLANDS COMMUNITY COLLEGE

## Projects

https://herrerajessica17.wixsite.com/my-site-1