

📍 Bella Vista, AR
📞 (479)270-8520
✉️ Joshua.Abrams@walmart.com

Joshua C. Abrams

EXPERIENCE

Walmart, January 2021 - Current
Digital Assets | Customer Care | Bentonville, AR

- Resolves technical issues daily on refrigeration and freezer units while making contact to our vendors/technicians for necessary on-site repairs within our US stores.
- Uses Service Channel to document, create, and manage emergency tickets to repair our refrigeration and freezers units, keeping food fresh.
- Performs unique or special programming changes within our IOT systems Novar, Opus, Danfoss, and CPC. This is to ensure equipment is healthy and running properly by changing setpoints or updating controllers on the Rack house.
- Recognizes and responds to trends within all the Walmart US stores focusing on refrigeration and HVAC systems. Monitoring alarms, defrosts, and work orders using IOT software.

Walmart, September 2022 - April 2023
SAM | System Admin/Analyst | Operational Excellence | Bentonville, AR

- Used Excel daily performing wide range analysis with user and team data to update substantial changes.
- Managed copious amounts of user data. Adding and removing access to specific applications as needed for new hires.
- Resolved over two hundred Jira tickets for our connected teams.
- Resolved user account errors and access problems within software applications such as, Oracle, Max, VCC, PayPal, Stella, CCA, ITrac, Litmos, and more.
- Assisted with one of our China teams in a process we called BPO (Business Process Outsource) Our team in China would receive new hire rosters daily and could not perform certain user configurations, we worked to ensure users were added to proper systems such as Stella and dispatcher.

Walmart, May 2020 - January 2021
Resolution Specialist 3 | Customer Care | Bentonville, AR

- Returned to Walmart over 3 years ago and have never looked back.
- Always listened to the customer and made them feel valued, resolving any problems that caller has.
- Communicated effectively to customers to reduce stress and give a resolution on each call.
- Provided guidance to customers and documented each call with an explanation on my resolution as to what I did and how I helped the caller.

EDUCATION

Expected: December 2024
Bachelor of Science | Cloud Computing and Solutions
Purdue University Indianapolis, IN

December 2022
Associate of Applied Science | Information Technology
Honors: cum laude
Purdue University Indianapolis, IN

SUMMARY

I worked in customer service and later got into monitoring HVAC systems for our US stores. I have always had a strong interest for fixing and resolving problems which helps me excel at interpreting data and finding a solution. I am data driven and have a strong cross functional understanding of information technology and business process.

My ability to help others and resolve problems means that I know how to communicate effectively while actively working to find a solution. I also have over 2 years of self-taught experience creating and developing programs and building webapps expanding my skills and ability to read and write data in complex languages.

SKILLS

- Excel
- Microsoft Office
- React Native
- React.JS
- HTML
- CSS
- Java
- IOT Device Monitoring
- Novar ESS32
- Opus Magnum
- Danfoss AKA65
- Ultrasite CPC

CERTIFICATIONS

- Technology Fundamentals | Thinkful
- Python for beginners | Udemy
- Walmart Certifications - Cassandra, Python, Coding Practices | Dewey