

Bella Vista, AR

(479)270-8520

joshua.abrams@walmart.com

joshabramsporfolio.web.app

PROFESSIONAL SUMMARY

I am a motivated and adaptable technical professional with over five years of experience across customer care, technical operations, and enterprise support environments. I currently serve on the TechPod team, providing high-level technical support for Spark driver operations, where I investigate complex issues, analyze system behavior, and deliver timely resolutions in fast-paced, high-impact situations.

I was among the first team members to support Walmart's Digital Assets initiative, specializing in nationwide IoT device monitoring across U.S. stores and fuel stations. This role strengthened my ability to interpret large datasets, recognize trends, validate upstream issues, and coordinate rapid responses with cross-functional teams.

In addition to my professional experience, I actively build modern software solutions, including a cross-platform iOS and Android mobile application and supporting website. This hands-on development enhances my understanding of mobile platforms, backend systems, and data-driven decision-making. I am known for my problem-solving mindset, attention to detail, and ability to communicate effectively with both technical and non-technical stakeholders.

SKILLS

- Technical Troubleshooting
- Data Analysis & Trend Identification
- Excel & Microsoft Office
- Mobile Application Development (iOS & Android)
- Backend system & Tooling (VCC, GSSCOPE, CMS)

Joshua C. Abrams

EXPERIENCE

Walmart, December 19th, 2023 - Current

Techpod | Customer Care | Bentonville, AR

- Working offline to support all spark driver technical concerns. This includes spark app issues, communication, driver account problems, background or application updates and issues, driver information changes, payment inquiries and deactivations.
- Using applications such as GSSCOPE, CMS stride, Checkr, Splunk and different directories to analyze why the driver's problem occurred, is it still present, and how can we resolve it.
- Communicating to the drivers via email with a resolution, providing our drivers steps for troubleshooting or information we need them to update etc...

Walmart, October 9th, 2023 – December 19th, 2023

Tier 2 Delivery Support | Customer Care | Bentonville, AR

- Provided professional technical support over all problems our spark drivers ran into, documenting and escalating accordingly.
- Aided in resolving app communication issues, duplicate orders, stuck trips or orders, and payment issues.
- Went above and beyond to ensure drivers success, providing me with excellent metrics and 5-star reviews from drivers.

Walmart, January 2021 – October 9th, 2023

Digital Assets | Customer Care | Bentonville, AR

- Resolved technical issues on refrigeration and HVAC units while making contact to our vendors/technicians for necessary on-site repairs within our US stores.
- Used Service Channel to document, create, and manage tickets necessary for emergency repairs and updates on Walmart's refrigeration or HVAC units.
- Worked closely with Walmart's contracted technicians and vendors to help them out on site with repairs.
- Programming changes performed within our IOT systems Novar, Opus, Danfoss, and CPC, to ensure the equipment is healthy and running properly.
- Recognized and responded to trends in all Walmart US stores. Monitoring alarms, defrosts, and work orders using IOT software.

Walmart, September 2022 - April 2023

Temporary SAM Role | System Admin/Analyst | Business Enablement

- Used Excel daily to perform 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 with proper account configuration.

CERTIFICATIONS

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

Walmart, May 2020 - January 2021

Resolution Specialist 3 | Customer Care | Bentonville, AR

- I returned to Walmart over 5 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

May 2025

Bachelor of Science | Cloud Computing and Solutions

Purdue University Global. Indianapolis, IN

December 2022

Associate of Applied Science | Information Technology

Honors: cum laude

Purdue University Global. Indianapolis, IN

