







BRAD JACKSON

Software Architect

-  Rogers, AR, USA
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-  Visit my [Github](#)
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-  Visit my [Web Portfolio](#)
-  *References available upon request*

Personal Statement

Hiring Manager,

I am a dedicated Computer Systems Engineer with a proven track record in cloud architecture, cybersecurity, and automation. I have developed scalable internal tools that process over 100 ServiceNow tickets per day with sub-100ms response times, delivering over \$1M in annual cost savings. I excel at quickly mastering new technologies and integrating cross-domain insights to solve complex technical challenges.

History of Employment

March 2018 - November 2019 (20 Months)

Technician - Server Operations

Walmart Global Tech

David Glass Technology Center, 805 Moberly Ln, Bentonville, AR 72712

- Supported physical servers and VMs, managed hardware dispatches, and assisted in incident response.
- Automated troubleshooting for capacity and hardware alerts using Bash scripting.

November 2019 - December 2020 (13 Months)

Associate Systems Engineer - Cybersecurity

Walmart Global Tech

David Glass Technology Center, 805 Moberly Ln, Bentonville, AR 72712

- Developed account automation microservices using Java/Spring Boot, integrating with Active Directory and ServiceNow.
- Streamlined bulk account tasks—processing over 100 ServiceNow tickets per day—across multiple time zones, achieving sub-100ms response times and delivering over \$1M in annual cost savings.

History of Employment (cont.)

December 2020 - January 2022 (13 Months)

Systems Engineer II - Cybersecurity

Walmart Global Tech

David Glass Technology Center, 805 Moberly Ln, Bentonville, AR 72712

- Launched an internal chatbot and website to provide FAQs and detailed documentation on internal processes.
- Supported these systems with continuous updates, ensuring seamless integration and effective knowledge sharing.

January 2022 - August 2023 (19 Months)

Advanced Systems Engineer - Cybersecurity

Walmart Global Tech

David Glass Technology Center, 805 Moberly Ln, Bentonville, AR 72712

- Acted as team lead, managing project workflows with Jira and Agile methodologies.
- Mentored teams and refined internal automation solutions, enhancing overall operational efficiency.

August 2023 - December 2023 (4 months)

Senior Cybersecurity Engineer

Walmart Global Tech

David Glass Technology Center, 805 Moberly Ln, Bentonville, AR 72712

- Focused on securing and further refining automated processes.
- Collaborated across teams to ensure ongoing system improvements and robust operational resilience.

September 2023 - Now (17 months)

Founder, CEO, CTO

Bharo, LLC.

Rogers, AR, USA

- Founded and led an entrepreneurial venture focused on developing innovative software solutions.
- Managed overall business operations, technical strategy, and product development for a loan tracking app and other internal projects.
- Continued to support and enhance external-facing projects while maintaining a robust technical portfolio.

Technical Skills

- **Programming & Frameworks:** Java (Spring Boot), Python, JavaScript
- **Web & Cloud Technologies:**
 - Front-end: React (MUI, Vite, Tailwind)
 - Storage & Authentication: Elastic (warm storage), Firestore (temporary storage), Firebase SSO with RBAC, GCS (cold storage)
 - Cloud Platforms: Azure, GCP
- **Tools & Automation:** Docker, Kubernetes, Bash scripting, C# .NET, ServiceNow integrations, automated testing, load testing
- **Development Practices:** Agile methodologies, SDLC, continuous integration/deployment, technical documentation, codebase refactoring

Education

2019 - 2024

Bachelor of Computer Science, Summa Cum Laude

Southern New Hampshire University

2500 N River Rd, Manchester, NH 03106

Cumulative GPA: 3.943

Certifications

- GIAC OSINT, GIAC GWEB (SANS Institute)
 - Security+
 - Carnegie Networking & Leadership Course
 - Nutanix Training, Python Training, CompTIA Cyber Analyst Training (course completed)
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Leadership & Initiatives

- Internal Group Leader at Walmart Global Tech:
 - Led an internal group focused on sharing best practices for Python scripting and automation.
 - Facilitated cross-team knowledge-sharing and improved testing and environment setups.
 - Worked to centralize machine learning resources and documentation across organizations
- Recognized for rapid learning and the ability to synthesize insights across diverse technical domains.