

Weston Graham

Fort Smith, AR | (479)-651-2615 | westongraham11@gmail.com | [in/westongraham](https://www.linkedin.com/in/westongraham) | <https://westongraham.github.io>

WORK EXPERIENCE

ArcBest Technologies **Fort Smith, AR**
May 2023 - Present
Product Support Specialist II

- Developed and supported full-stack applications using .NET (C#), Vue.js, SQL, Salesforce (Apex, SOQL), and ServiceNow.
- Contributed to the successful internal implementation of Salesforce Service Cloud, helping deliver the project on-time \$500K under budget.
- Led Agile ceremonies as Scrum Master, driving team velocity and sprint outcomes.
- Built and integrated REST APIs for automation and platform connectivity.
- Maintained customer service and sales platforms, improving performance and business workflows.

ArcBest Technologies **Fort Smith, AR**
Jan 2022 - May 2023
Information Systems / Info Center Student Worker

- Created custom ServiceNow applications to support ABF and ArcBest operations.
- Streamlined workflows to boost efficiency and user satisfaction.
- Provided ongoing support and enhancements for key ServiceNow solutions.

ArcBest **Fort Smith, AR**
Jan 2021 - Jan 2022
Carrier Sales Support Specialist

- Resolved transit issues and improved delivery reliability through cross-functional communication.
- Analyzed shipment disruptions and recommended process improvements.
- Gained operational experience in logistics, collaboration, and customer satisfaction.

EDUCATION

University of Arkansas Fort Smith **Fort Smith, AR**
May 2023
Bachelor of Science Information Technology - Programming

- Coursework: Artificial Intelligence, Data Structures, Distributed Systems, Computer Architecture, and Discrete Math.
- Project: Developed AutoFarm, a computer vision system using deep learning to track plant health and growth stages. Designed a user-friendly web interface with React and Flask, to enhance crop yield through automated monitoring.

SKILLS

- **Languages & Frameworks:** C# (.NET Framework), Java, JavaScript, HTML/CSS, Vue.js
- **Platforms:** Salesforce (Apex, SOQL), ServiceNow
- **Tools:** Git, Azure DevOps
- **APIs & Data:** REST APIs, SQL
- **Other:** Agile (Scrum, SAFe), Cross-functional collaboration, Problem solving, Communication