

Weston Graham

Van Buren, AR 72956

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Information Technology, Programming Student at University of Arkansas Fort Smith - Student Worker,
Information Center at ArcBest Technologies

Authorized to work in the US for any employer

Work Experience

Information Technology Center, Student Worker

ArcBest Technologies - Fort Smith, AR

January 2022 to Present

Responsibilities and Achievements

Assist in the process of receiving new and used equipment, including documenting items and transporting them to storage.

Assist in the process of salvaging computer equipment, including documenting salvage items and placement in a shipping container.

Deliver and setup computer workstations and monitors in the Fort Smith, AR offices.

Other duties and projects, as assigned.

Carrier Sales Support, Student Worker

ArcBest - Fort Smith, AR

June 2021 to January 2022

Collaborate across Sales departments and the Company to provide solutions for customers.

Create peace-of-mind by becoming a trusted, creative problem solver who is easy to do business with.

Communicate shipment requirements with the contracted carrier.

Negotiate carrier and customer compensation.

Resolve complex in transit problems.

Manage loads in an assigned area including rate negotiations, reconsignments and problem resolution.

Manage all forms of communication effectively (i.e. inbound, outbound phone calls and email).

Communicate shipment statuses to both internal and external customers.

Maintain communication to ensure freight delivers within the customer's expectations.

Identify and initiate recovery for at risk freight.

Coordinate projects and provide customer reports and audit as required.

Identify delivery delays and communicate delivery changes as necessary.

Respond in a timely manner to external and internal customer inquiries.

Maintain a positive attitude in an intense environment.

Meet productivity expectations.

Gym Staff Member/Customer Service Representative

Planet Fitness - Van Buren, AR

October 2018 to June 2021

Assessed staff needs and offered assistance with any task during busy times.

Serviced complex equipment quickly to minimize wait times for specific machines.
Cleaned and rearranged equipment to specifications of supervisory staff with ease.

Vacuumed, dusted and maintained common areas, including hallways and waiting areas at elevators.
Developed team communications and information for meetings. Greeted and welcomed new members, establishing and updating memberships to Planet Fitness programs.

Identified issues and immediately stepped up to guarantee speedy and effective resolutions.
Resolved membership issues over phone with customers daily.

Seasonal Employee

The Party Place - Fort Smith, AR
August 2018 to November 2018

Check in new products, stock products, assist customers, make balloon orders and fill the orders.

Customer Service Specialist/ Footwear Associate/ Team Sport Associate

Dick's Sporting Goods - Fort Smith, AR
March 2018 to August 2018

Attracts potential customers by answering product and service questions; suggesting information about other products and services. Opens customer accounts by recording account information. Maintains customer records by updating account information. Checking out customer's products.

Cashier/Seasonal Manager/Sales Associate/Customer Service/

Toys 'R' Us - Fort Smith, AR
February 2017 to March 2018

Ebay Sales

Wheeler Powersports - Fort Smith, AR
June 2015 to August 2015

Education

Bachelor of Science in Information Technology - Programming

University of Arkansas-Fort Smith - Fort Smith, AR
August 2018 to Present

High school diploma

Van Buren High School - Van Buren, AR
May 2018

Skills

- Customer Service
- Customer Care
- Windows
- Mobile devices

- Operating Systems
- Java
- .NET
- Customer support (4 years)
- Linux
- SQL
- Microsoft Office
- Technology