

Weston Graham

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WORK EXPERIENCE

ArcBest Technologies

Product Support Specialist II (Software Engineering Focus)

Fort Smith, AR

May 2023 - Present

- Built and maintained full-stack enterprise applications using .NET (C#), Vue.js, SQL, Salesforce (Apex), and ServiceNow to support logistics, sales, and customer service operations across enterprise-scale workflows.
- Designed and implemented RESTful APIs integrating Salesforce, ServiceNow, and internal .NET services, reducing manual data handling and enabling automated cross-platform workflows.
- Contributed to the technical implementation of Salesforce Service Cloud across the enterprise, helping deliver a large-scale system rollout \$500K under budget and improving customer service operations.
- Served as Scrum Master for a cross-functional engineering team, leading sprint planning, backlog refinement, and delivery of software initiatives across distributed stakeholders.

ArcBest Technologies

Information Systems / Info Center Intern

Fort Smith, AR

Jan 2022 - May 2023

- Developed and deployed custom ServiceNow applications automating internal logistics workflows, reducing manual request handling and improving operational throughput across enterprise support teams.
- Streamlined internal processes by designing workflow automations that reduced manual effort and improved user experience.
- Provided ongoing support and enhancements for key ServiceNow solutions.

ArcBest

Carrier Sales Support Specialist

Fort Smith, AR

Jan 2021 - Jan 2022

- Investigated shipment disruptions and root-cause failures, collaborating with operations teams to improve delivery reliability and reduce transit exceptions.
- Coordinated with cross-functional teams to resolve transit issues and maintain service performance.
- Gained operational experience in logistics, collaboration, and customer satisfaction.

EDUCATION

University of Arkansas Fort Smith

Bachelor of Science Information Technology - Programming

Fort Smith, AR

May 2023

SKILLS

- **Languages & Frameworks:** C# (.NET Framework), Java, Vue.js, JavaScript, HTML/CSS
- **Backend & APIs:** REST APIs, SQL, Microservices integration
- **Platforms:** Salesforce, ServiceNow
- **Tools & DevOps:** Git, Azure DevOps
- **Practices:** SDLC, Agile (Scrum, SAFe), CI/CD, Cross-functional collaboration