

Bradley Marcum

Contact

PHONE:
479-739-7076

WEBSITE:
Bradleymarcum.com

ADDRESS:
830 West Denver St, Greenwood AR

Education

University of Arkansas of Fort Smith

2013- 2015

Studied computer programming and hardware.

CompTIA A+ Certification

Completed in 2020

Self-studied.

Subiaco Academy

2010- 2013

Highlights were AP Physics and AP Calculus

Overview

Bringing nearly a decade of experience in technical support, I am actively seeking a full-time position where I can leverage and expand my information technology skills while working at home. My passion for the technology sector drives me to continually seek out innovative solutions and challenges, fostering professional growth and personal satisfaction. Committed to excellence, I aim to contribute significantly to the success of a dynamic organization.

Experience

Insight Global, Walmart Digital Assets

Work at Home Position from May 2022 - May 2024

Delivering comprehensive technical assistance to maintenance technicians servicing Walmart and Sam's Clubs throughout the United States via email and phone. This support encompasses troubleshooting and maintenance of automated refrigeration, HVAC, and lighting systems, involving the interpretation of intricate programming and wiring manuals spanning over 100 pages for a myriad of devices. Notable brands serviced include Emerson, Danfoss, Novar, OPUS, and CAREL.

Intuit, Quickbooks/Turbotax Support

Work at Home Position from September 2021– May 2022

Provided first-line support for TurboTax customers during peak tax season, assisting with product inquiries and basic tax questions. Transitioned to QuickBooks Time Support for businesses and employees. Demonstrated strong customer service skills and technical proficiency in navigating tax software on all devices. Project was outsourced after about 6 months.