GRAHAM COFFELT

Bentonville, Arkansas 72712 | (479) 221-7399
grahamcoffelt1994@gmail.com | www.linkedin.com/in/graham-coffelt

SUMMARY

Operations and technology leader with nearly a decade at Walmart Global Tech, most recently leading a team of 12 across four campus locations. Ran hardware distribution and service delivery in ServiceNow, maintaining more than 90% SLA compliance on a two-business-day fulfillment window, and coordinated a large-scale corporate campus transition with cross-functional stakeholders. Builds people as well as process, mentoring and promoting more than five team members into salaried management roles. A Sports Media foundation brings clear, audience-aware communication that translates technical work for non-technical leaders.

TECHNICAL SKILLS

Adobe Creative Suite | Final Cut Pro | Pro Tools | Remedy | ServiceNow

EXPERIENCE

WALMART GLOBAL TECH, Bentonville, Arkansas
Senior Operations Analyst, Associate Digital Experience, 2020-2025

- Led team of 12 across four campus locations, managing complex operations while developing strategic communication frameworks that improved cross-functional alignment.
- Coordinated large-scale corporate campus transition project, communicating technical requirements to non-technical stakeholders through clear, strategic messaging.
- Mentored and promoted more than five team members to salaried management positions.
- Developed structured career development programs emphasizing leadership and communication skills.
- Maintained more than 90% service-level agreement compliance for hardware distribution center, consistently delivering on two-business-day fulfillment window for all ServiceNow requests.

WALMART GLOBAL TECH, Bentonville, Arkansas
Operations Analyst, Associate Digital Experience, 2019-2020

- Oversaw high-volume technical operations while maintaining detailed documentation and process narratives for organizational knowledge base.
- Recognized with Drive Value Award for strategic thinking and operational excellence (2019).

WALMART GLOBAL TECH, Bentonville, Arkansas
Home Office Client, Technical Support (Level VI), 2018-2019

- Achieved 80% first-call resolution (FCR).
- Developed cross-training opportunities between Level 1 call center and Levels 2 and 3 engineering teams.

WALMART GLOBAL TECH, Bentonville, Arkansas
Technician (Levels I-V), Field Services, 2016-2018

- Progressed through proficiency levels while maintaining high customer satisfaction and service standards.
- Named IT Associate of the Month in October 2016, April 2017, and July 2017.

ADDITIONAL EXPERIENCE

COWBOYS RIDE FOR FREE (COWBOYSRIDEFORFREE.COM), Stillwater, Oklahoma, **Co-Manager,** 2013-2016. Managed content strategy, community engagement, and platform operations for sports digital platforms.

VARSITY PREPS (VARSITYPREPS.COM), Remote, **Arkansas Prospect Analyst,** 2013-2016. Developed analytical frameworks and research-driven reports for sports prospect analysis.

INTERNSHIP EXPERIENCE

KOKI FOX 23, Tulsa, Oklahoma, **Sports Intern,** 2015. Researched, wrote, and produced broadcast-quality sports segments. Collaborated with producers and on-air talent to develop engaging news narratives. Covered high school and college sports with emphasis on storytelling and analytical depth.

KFTA / KNWA / KARK - RAZORBACK NATION, Fayetteville, Arkansas, **Sports Intern,** 2015. Investigated, wrote, and produced broadcast-quality sports segments. Worked with producers and on-air talent to develop engaging news narratives.

ENTREPRENEURIAL EXPERIENCE

ROVER, Bentonville, Arkansas, **Pet Care Provider,** 2025-2026. Managed independent pet care business. Maintained five-star client ratings. Demonstrated reliability, communication, and service excellence in solo-operated venture.

EDUCATION

OKLAHOMA STATE UNIVERSITY, Stillwater, Oklahoma
B.S., Sports Media