

JOSHUA W. ROGERS

Technical Support | Client Service | Systems Troubleshooting
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[LinkedIn](#) | [GitHub Portfolio](#) | [Professional Site](#)

Computer Information Systems student with 15+ years of professional experience across healthcare, military operations, and administration, including customer-facing and technical problem-solving responsibilities. Skilled in troubleshooting system-related issues, guiding users through complex processes, documenting problems and resolutions, and escalating issues when appropriate. Brings experience with software applications, databases, SQL/MySQL, Microsoft Office, and technical documentation, along with the ability to learn new systems quickly and communicate clearly with both technical and non-technical users.

SKILLS

- **Technical & Client Support:** End-User Support, Technical Troubleshooting, Issue Resolution, Issue Escalation, User Guidance, Customer Communication
- **Systems & Applications:** Software Support, Application Testing, SQL, MySQL, Database Management, Data Validation, Microsoft Office
- **Process & Documentation:** Technical Documentation, Process Documentation, Workflow Analysis, Requirements Analysis, Task Prioritization
- **Communication & Collaboration:** Stakeholder Communication, Cross-Functional Collaboration, Training & User Support, Problem-Solving

TECHNICAL PROJECTS

- **Web & Database Application Support:** Built, tested, and troubleshoot database-driven applications using HTML, CSS, PHP, JavaScript, SQL, MySQL, PDO, AJAX, and MVC architecture; identified functional issues, validated data processing, and resolved application behavior problems.
- **Systems & Data Troubleshooting:** Designed relational databases, developed SQL queries, tested application workflows, and investigated data discrepancies to support accurate information processing and reliable system functionality.

WORK EXPERIENCE

Registered Respiratory Therapist | Cardio-Pulmonary Rehab Operations

Nov 2023 - Aug 2024

TriStar NorthCrest Medical Center | HCA, Springfield, TN

- Supported the launch of a new Cardio-Pulmonary Rehabilitation program by developing workflows, coordinating cross-functional activities, and helping establish processes for up to 80 participants.
- Managed and validated participant information across multiple healthcare systems, identified and resolved documentation discrepancies, and prepared accurate reports for physicians and other stakeholders.
- Guided participants and team members through program processes, answered questions, resolved day-to-day operational issues, and helped improve workflows through ongoing process adjustments.

Registered Respiratory Therapist | Healthcare Operations

Mar 2020 - May 2023

Norman Regional Hospital | Mercy Hospital | Integris Southwest Medical Center

- Troubleshoot operational and system-related issues in fast-paced environments, resolving routine problems independently and escalating more complex concerns to the appropriate technical or clinical teams.
- Partnered with IT and cross-functional stakeholders to identify workflow issues, communicate user needs, and support system and reporting improvements that reduced manual work and improved day-to-day operations.
- Guided staff through updated systems and processes, answered questions, clarified requirements, and documented workflow changes to support consistent adoption across teams.

Administrative Assistant for Veteran Services

Mar 2017 - Jul 2018

Oklahoma City Community College, Oklahoma City, Oklahoma

- Supported approximately 500 veteran students by answering questions, clarifying complex requirements, and resolving enrollment, documentation, and scheduling issues.
- Managed and validated student information across VA and institutional systems, identified discrepancies, maintained accurate records, and coordinated with internal and external stakeholders to resolve time-sensitive requests.

Aircraft Fuel Systems Craftsman | Shift Lead & Security Manager

Oct 2006 - Jan 2017

United States Air Force

- Led shift-level technical operations supporting a 40–60 aircraft fleet, troubleshooting issues, prioritizing competing requirements, coordinating cross-functional teams, and ensuring work was completed accurately and on schedule.
- Managed security access, records, and training requirements for 330+ personnel, maintaining detailed documentation, communicating requirements clearly, and achieving 100% compliance across two formal inspections.

EDUCATION

Bachelor of Science: Computer Information Systems — General Information Systems

Aug 2024 – Expected Dec 2026

Austin Peay State University, Clarksville, TN

GPA 3.84/4.00

Associate in Applied Science (A.A.S.): Respiratory Care

Jan 2017 - Dec 2019

Oklahoma City Community College, Oklahoma City, OK

GPA 3.98/4.00