JOSHUA R. DRAPER

Technical Support Engineer

CONTACT

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LOCATION:
Logan, Utah

WORK

GitHub
https://github.com/classic-username

EDUCATION

Full Stack Web Development
Bloom Institute of Technology
April 2019 - August 2020

OTHER REPOS

Phoenix: Front End - Back End

Conway's Game of Life

TOOLS

VS Code
Visual Studio
IntelliJ community edition
Git Bash
Github
Splunk
ODBC
Jira
Confluence

SKILLS

HTML | CSS, LESS, SCSS | JavaScript | React | Node.js
Web APIs, REST | SQL, PostgreSQL | Java | C#
ServiceNow | Salesforce

WORK EXPERIENCE

ServiceNow - Technical Support Engineer (Service Management)
June 2022 - December 2023
- Subject matter expert for a suite of applications, providing support for customers via case notes, Zoom/Webex meetings, phone calls, and emails
- Work through three cases per day in priority-order while maintaining flexibility to switch to more urgent cases as-needed
- Quickly determine if a case needs escalation in order to meet the 48-hour case resolution goal
- Observe with various debugging tools (browser console and network tabs, Splunk) and steps to reproduce, along with following platform and back end scripts (JavaScript) and source code (Java) to identify the root cause of issues
- Create bug tickets for the product team if the customer's issue can be reproduced on a test environment and no workaround is available
- Created a Teams channel to facilitate open communication during work-from-home, resulting in a dramatic increase in team engagement

SolutionReach - Technical Support Engineer
March 2021 - June 2022
- Utilized an Agile workflow to manage and prioritize our work through daily stand-ups and sprint planning meetings
- Created and administered training plans to upskill Support Team
- Gathered clients' business information to ensure compliance with 10DLC
- Queried SQL databases or used Postman for APIs to validate any data mismatch
- Assisted support reps with any troubleshooting beyond what was documented, and updated documentation accordingly
- Triaged and took support tickets, verifying their troubleshooting steps, and doing additional troubleshooting to resolved the issue
- Communicated with engineers in the event a code change was necessary

SolutionReach - Tech Support Specialist, Level 3
May 2020 - March 2021
- Identified and documented question trends from other support specialists to determine what information needed to be included in the FAQ or whether documentation updates and additions were required
- Created knowledge articles, FAQs, and other documentation
- Provided guidance to representatives by joining on a remote troubleshooting session and assisting with any blockers
- Coordinated with customer success manager to distribute messages to support teams
- Validated customer record changes that occurred as a result of troubleshooting to mitigate potential platform downtime.
- Ensured no patient data was shared with improper methods (cleaning of patient data from inappropriate communication avenues such as Slack)

- Triaged TSS L1 Jira tickets for TSE support, ensuring they properly followed the documentation to troubleshoot the issue

SolutionReach - Tech Support Specialist, Level 1
November 2019 - May 2020
- When on phones, received 20-25 phone calls per day from customers
- Performed troubleshooting on SolutionReach Sync and SolutionReach (web) Platform programs
- Managed setup for the sync program environment, including validating customers Practice Management Software versions, Sync version, OS version (Windows or Mac)
- Range of issues for the Sync fixed from identifying why the it was unable to execute as scheduled to the Sync - Database connection (usually through an ODBC)
- When on chat, received 25-40 chats per day, managing up to two chat interactions at a time
- Logged every customer interaction in a case that resulted in closure on the same interaction about 80% of the time
- Created Jira tickets for TSE when an issue was beyond TSS technical ability (Triaged by TSS L3)
- Followed up with TSE and the customer whenever an update was available

PROJECTS

Pokemon Collection Tracker
Exploratory project used to experiment with various technologies
JavaScript/React front end, PostgreSQL, Java back end

Peasant Design
Simple eCommerce clothing retail store
JavaScript/React integration with Shopify