**Joshua Vetos**

**Sioux Falls, SD • (712) 389-2227 • jsvetos90@gmail.com**

**Professional Summary**

**Operations and documentation specialist with experience improving workflows and technical processes. Skilled at identifying gaps, designing corrective systems, and producing audit-ready documentation. Combines analytical systems thinking with hands-on execution to deliver reliable, efficient outcomes.**

**Core Competencies**

* **Process Improvement: Workflow Design, Error Analysis, Corrective Action Planning**
* **Technical Documentation: System Specifications, Process Auditing, Knowledge Base Creation**
* **Operations & Coordination: Project Scheduling, Quality Assurance, Cross-Team Communication**
* **Technology & Tools: Jira, Confluence, GitHub, Slack, Zendesk, Postman, Datadog, SQL (basic)**

**Technical Experience**

**Independent Research & Systems Analysis — Sioux Falls, SD**

**2023 – Present**

* **Developed and documented a governance framework with structured, audit-ready logging for workflows.**
* **Designed reproducible processes coordinating multiple AI tools, ensuring traceability and consistency.**
* **Created a feedback loop to turn logged errors into corrective updates, strengthening operational reliability.**
* **Conducted exploratory testing and documented edge-case behaviors in mobile operating systems.**

**Professional History**

**Builder — Sioux Falls Kitchen & Bath — Sioux Falls, SD**

**Dec 2020 – May 2025**

* **Delivered custom cabinetry with precision, ensuring adherence to design specs and client expectations.**
* **Completed 50+ projects on schedule with zero rework, maintaining high client satisfaction.**
* **Collaborated with project teams to resolve on-site challenges efficiently, minimizing delays.**

**Traffic Assistant — KELO-TV — Sioux Falls, SD**

**Jan 2014 – Jun 2015**

* **Scheduled and coordinated 200+ daily commercials under strict deadlines with 99%+ accuracy.**
* **Audited broadcast logs against billing records, reducing discrepancies and improving efficiency.**

**Education**

**Bachelor of Science, Mass Communication — University of South Dakota, Vermillion, SD**

**Dec 2012**

* **Major: Advertising**
* **Minor: Psychology**