Joshua Baysore

Business Systems & Process Improvement

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SUMMARY

Technology Support Analyst on Illinois State University's ServiceNow implementation team, where I cleaned and structured well over 100,000 records for migration. I find where a process or system falls short, design a practical fix, and carry it through to implementation. Outside work I build software products by setting the problem and its limits and directing AI coding agents to build inside them.

EXPERIENCE

Technology Support Analyst — Illinois State University May 2025 – Present

Promoted from Student Analyst (May 2024 – May 2025)

- Prepared data for the university's ServiceNow implementation: cleaned, validated, and structured well over 100,000 records (phone, jack, cable run, service charge, cost center, asset, and hardware data; datasets of about 800 to 60,000 records) from conflicting sources with duplicates, typos, and outdated entries, using Excel formulas and Power Query, so they could load directly into ServiceNow.
- Reviewed how each process worked before ServiceNow, or where no formal process existed, and helped define what it needed in the new platform; built and customized ServiceNow workflows and forms to reduce manual work for technicians.
- Redesigned the office's short-term laptop and MiFi checkout: inventoried devices, reconciled inconsistent paper contracts, recovered laptops out for months, and built an Excel reservation tracker with data validation and due-date flags, plus a filing system that separates unentered contracts.
- Provide frontline support for account access, two-factor authentication, Azure Virtual Desktop, and Microsoft 365; wrote about 10 Confluence knowledge base articles and process training material; go-to resource for a team of 10–15 student technicians.

Customer Service Assistant — University of Illinois Urbana-Champaign Ice Arena Aug 2021 – May 2023

- Handled patron questions and conflicts, registers, and building opening and closing; supervised Facility Assistants.

PROJECTS

LineScience — sports odds analytics product (founder and product owner) Aug 2026 – Present

- Conceived the product and make every product decision; direct AI coding agents that write the code. Estimates a fair price for each line and compares it with sportsbook prices. The site is live but not yet open for signup.
- Specified the data pipeline: every market for 70+ sportsbooks and 600+ markets on a 20-second cycle, paced to the provider's daily allowance, with history stored in PostgreSQL (millions of rows a day), compacted to Parquet, and archived to Cloudflare R2 and Amazon S3 Glacier.
- When disk capacity became the constraint, split collection into Full and Live Only modes that switch automatically on projected disk runway, so live odds stayed available without downtime.

Agentic Harness — workspace for AI coding agents (public source) Oct 2026 – Present

- Designed a Windows workspace that runs Claude Code and Codex side by side: each chat works on its own copy of the project, every change goes through permission review, and work lands only after the project's check passes.

Other systems (20 project stories at joshbaysore.com): a finance ledger that separates shared costs, repayments, and transfers; a training planner; and a Windows file and disk tool whose risky operations run in a separate, short-lived process.

EDUCATION & CERTIFICATION

M.S. in Accountancy, Information Systems specialization — Illinois State University Expected Dec 2026

B.S. in Business Information Systems — Illinois State University May 2025

Relevant coursework: Advanced Business Systems Analysis, Enterprise Systems, IS Audit and Cybersecurity, Advanced Business Analytics

Certified ScrumMaster (CSM) — Scrum Alliance Feb 2025

SKILLS

Process: business process improvement, workflow design, requirements definition, process documentation

Systems and data: ServiceNow, Excel (Power Query, data validation, conditional formatting), SQL, Power BI, Microsoft 365, Azure Virtual Desktop, Confluence

Building: AI-assisted development (Claude Code, Codex), product ownership, systems design