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| Raymond H Walker | [C:\Users\ray\AppData\Local\Temp\SNAGHTMLe409e.PNG](http://www.linkedin.com/in/raymondhwalker) | [raymondhwalker@outlook.com](mailto:raymondhwalker@outlook.com) | (561) 299-6737 |

Career Summary

With over 27 years of experience in Information Technology, Raymond has achieved significant success in Product Development, Engineering, and Business Analysis, specializing in Healthcare Technology Integrations. His expertise spans across Provider, Payer, and Hospital interfaces.

Raymond thrives on collaborating with both internal and external clients to develop functional software solutions that align with their business needs. He excels in managing projects of all sizes, from small initiatives to multi-million-dollar international efforts, delivering results on time and within budget, while consistently surpassing client expectations.

Known for his ability to create standardized, efficient processes, Raymond has accelerated implementation cycles and enhanced client and internal satisfaction. As a recognized subject matter expert, he excels in understanding clients' business requirements and translating them into effective, functional software solutions.

**Areas of Expertise**

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| * Project Planning & Implementation: Expertise in managing projects from planning through execution, ensuring timely delivery and alignment with business goals. | * Commitment to Service Excellence: Driven by a passion for delivering exceptional service with a focus on quality, integrity, and results. |
| * Technical & Analytical Proficiency: Strong technical skills and ability to provide innovative solutions to complex business challenges. | * Process Automation Development: Experience in creating tools that streamline and automate the implementation process, reducing time and resource demands. |
| * Client Relationship Management: Skilled at building and maintaining strong client relationships, ensuring satisfaction and long-term success. | * Innovative, Independent Thinker: A dynamic and creative problem-solver, capable of working autonomously to generate fresh ideas and solutions. |

Experience

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| Senior Interoperability Engineer II (remote) | **NextGen Healthcare LLC** | St. Augustine, FL | April 2021 – Present |

While working for NextGen Mirth Connect I was able to provide my passion, experience and a proven track record of delivering over 45 custom integration solutions, tailored to meet diverse client needs across the healthcare industry. I was lead enginner in several large-scale data migrations, seamlessly transferring comprehensive medical records and objects from legacy systems to cutting-edge platforms. In an additional role I was able to use my experience and passion for paying forward my knowledge by spearheading the design, documentation, execution and team training for HL7v3 interoperability projects, including XDS.b and XDA integrations as well as other messaging protocols and connector types. I was able to lead successful onboarding initiatives, creating detailed playbooks to streamline integration workflows and boost operational efficiency. I also developed standardized project management and documentation templates using tools such as Jira, Confluence, and Bitbucket (GIT), ensuring consistency and clarity across all phases of development. Skilled in aligning technical solutions with business goals, driving successful outcomes in complex environments.

* Created and deployed over 45 custom integration solutions tailored to meet diverse client needs.
* Executed large-scale data migrations, transferring comprehensive medical records and objects from legacy systems to new platforms.
* Designed, documented, and trained teams on HL7v3 interoperability, including XDS.b and XDA integration solutions.
* Led onboarding efforts and created detailed process playbooks to streamline integration workflows.
* Developed standardized templates for project management and documentation tools, including Jira, Confluence, and Bitbucket (GIT).

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| Senior Data Engineer | **Zen Healthcare IT** | Costa Mesa, CA | July 2020 – April 2021 |

* Developer of HIE interfaces for CDR’s (Clinical Data Repositories) for PD, DQ and DR message transactions
* Developed Channel ‘State’ Controller allowing to stop/start/pause channels remotely (with response)
* Technical Project Manager of Hospital CDR solutions and Mirth Results custom plugins

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| Zoho Analytics Engineer | **SCA Performance** | Trussville, AL | Jan 2020 – June 2020 |

* Developer of Zoho Analytics, Zoho Forms, Zoho CRM, Zoho Creator

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| HL7/Mirth Operations Specialist | **Envision Physician Services** | Sunrise, FL | Aug 2019 – Dec 2019 |

* Managed 3 Clustered Enterprise Mirth Connect Sites
* Managed 141 Community Mirth Connect Sites
* Managed 1150+ Mirth Connect Interfaces
* Maintained & Enhanced CSV, ORM, ORU, ADT, SIU, MDM HL7 message interfaces
* Developed Message Activity Alert solution using Mirth Connect API
* Developed Clustering Activity Alert solution using Mirth Connect API
* Queried, updated & monitored both PostGres & SQL Database Servers
* Monitored Server Hardware, Mirth Connect and Server applications using SolarWinds, Nagios & Zabbix
* Monitored, Created and Processed service and bug tickets using Team Foundation and Service Now

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| HIE Integration Architect | **Tellus LLC** | Boca Raton, FL | Jan 2018 – June 2019 |

* Established and managed organizations integration department, hiring & training staff engineers & offshore team along with HIE vendor
* Designed & Developed bi-directional API's for patient, payer, provider, prior authorization, visit and claims processing payloads
* Designed & Developed a single API solution allowing multiple connector, payload and file types to process from single source location and ensuring ordered payload processing
* Designed & Developed SMTP/S3 processing response solution that reports accepted/rejected messages to client that then posts original message file along with separate files reflecting accepted/rejected messages for client review and reprocessing
* Designed & Developed Database tables and stored procedures for processing of inbound data before making available to EVV application and claims processing
* Designed & Developed successful UAT strategy for x.12 Claims Processing Interface with state Medicaid dept., achieving signoff and deployment to production on schedule
* Implemented AWS DTAP environments using RDS, EC2, S3
* Implemented API's between Zoho (Desk, CRM, Reports, Campaigns, Recruit) Jira, Quickbooks and Google Analytics

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| HIE Implementation Manager | **Alda & Associates International** | Boca Raton, FL | Sept 2013 – June 2018 |

* Manage implementation of new Mirth Connect intermediary MLLP Gateway Server in live environment
* Migrate 42 inbound Source connectors from Mirth Connect Trx Server to MLLP Gateway Server
* Migrate existing vendor managed interfaces to internal Mirth Connect solutions
* Develop FRD and IRD (Interface Relationship Diagram) for Mirth Connect Migration, new and existing business lines
* Review, validate and report on Live inbound, outbound and bi-directional ADT, SIU, ORM, ORU and MDM HL7 interfaces
* Developed and implemented ADT/DFT/ORU/MDM HL7 interfaces using Mirth for several primary and specialty care practices
* Consulted with many South Florida Practices in the adoption and implementation of both EMR and PMS solutions.
* Provided technical services to practices in designing/upgrading LAN/WAN networks, PC upgrades and peripheral equipment
* Assisted several practices in the implementation of new and dormant Practice Management Systems. (Cerner, NextGen)
* Implemented VPN and SFTP services for practices to allow for monitoring and support of HL7 interfaces

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| HIE Integration Architect (remote) | **MDLIVE Inc.** | Sunrise, FL | Sept 2016 – Mar 2017 |

* Developed automated Data Ingestion solution that polls and traverses across 100’s of source folders, picks up and identifies all new files of different types (834, HL7, Delimited, JSON, XML, etc.) then automatically forwards to transformation logic before loading to production business application system
* Migrated existing Production Mirth Connect instance from Linux using Derby Database to Windows Server using MySQL Database. Created additional DEV, Stage and 2nd Production server environments. Tuned MySQL for optimum Mirth Connect performance
* Redeveloped 100’s of Mirth Connect Channels and resolved to single Channel Templates. Completed the same with Code Templates
* Implemented fully automated Mirth Connect Backup solution for 5 Mirth Servers across 4 different Networks

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| HIE Lead Developer (remote) | **InnovAge** | Denver, CO | June 2015 – Aug 2016 |

* Technical Manager of Enterprise Mirth Solution with 5 V1000 Appliances using Mirth Connect, Match and Results
* Lead Developer of HIE interfaces between JIVA(ZeOmega), Mirth Results, NANT(IMT), PrimeSuite(Greenway), Plexis, etc...
* Lead Developer of API/Hl7 Interface between JIVA(ZeOmega), Mirth Results and NANT(IMT)
* Implemented agile developing cycle, release review and structured departmental processes and documents

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| HIE Integration Engineer (remote) | **Ameriderm, a Leavitt Mgt. Co.** | Maitland, FL | April 2014 – Jun 2015 |

* Researched, Vetted and deployed TALEND, the companies first enterprise ETL (Extract, Transform and Load) solution
* Created and managed companies first HL7 interface engine, deployed for multiple practice data exchanges
* Created and managed a bidirectional information exchange between SQL Server and flat file source objects across multiple sftp source and destination locations
* Exploited features of both TALEND (an ETL enterprise solution) and Windows task scheduler that allowed for the automated scheduling of various ETL jobs, saving the company more than 40K in the purchasing of a fee based TALEND solution
* Provided training and overall adoption of TALEND to IT and development and managers and staff
* Provided training and overall understanding of meaningful use I and II as well as migration from ICD-9 to ICD-10

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| HIE Integration Engineer | **Modernizing Medicine, Inc.** | Boca Raton, FL | Oct 2011 – Mar 2014 |

HL7 Integration Engineer of iOS SAAS medical software, responsible for developing and implementing multiple HL7 ADT/DFT interfaces. Managed 5 Mirth ETL Server and Production Environments. Provide 2nd tier business analysis of practice technologies. Provide workflow analysis, UI design and system adoption support.

* Developed, Configured and supported 2000+ inbound/outbound interface projects supporting the interoperability of HL7 transactions for clinical data exchange with 11 vendor systems, (Cerner, Allscripts, AdvancedMD, Ellkay, etc…) using XML, Restful web services and other technologies
* Reduced channel creation by 90% using automated processes and simplifying methods as well as developing a simple front end tool that collects channel specific data that then creates, tests, launches and then provides initial output for review
* Established technical relationships with external and internal customers while consistently delivering exceptional services in an accurate, cost-effective, and timely manner
* Managed 5 production and 2 test Mirth HIE cloud based systems including performance management, system updates, propagation of code improvements and additions to extend MU1 data and preparation for MU2 data

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| EMR Implementation Manager | **Medical Management Resources** | Ft Lauderdale, FL | Nov 2010 – Sep 2011 |

Senior Implementation Manager of scalable Medical Practice EMR solution, working directly with client from requirements analysis, system deployment, training and ongoing account management. Provide workflow analysis, UI design, system adoption support and ongoing medical billing management.

* Reduced Implementation Lifecycle by 50% using nonlinear processes that allowed multiple teams to work on projects at the same time
* Reduced revenue loss by more than 10% in a separate billing system by identifying medical billing deficiencies in the software as well as introducing additional functionality, allowing managed oversight of the billing process
* Developed application that allowed multiple instances of the software to run and connect to multiple client sites through VPN connections. Defined multiple strategic decisions, allowing system to be datacenter scalable

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| Pharma SFA Implementation Manager | **Synergistix, Inc.** | Sunrise, FL | Jun 2008 – Nov 2010 |

Senior Implementation Manager and Business Analyst of extremely flexible pharmaceutical SFA solution, working directly with client from contract to launch. Provide onsite consultative meetings, collecting the various requirements & functional solutions. Managed multiple projects of various complexity using Project Plans & other managing instruments. Worked closely with internal department to manage priorities & delivery schedules. Managed and ran all user acceptance and IQ/OQ/PQ testing and certifications.

* Reduced system configuration from 12 to 3 weeks by standardizing application configuration & creating configuration tools, reducing implementation costs by more than 50%
* Increased client involvement & satisfaction by introducing methods of developing customer solutions in real time during the consultative meeting process, allowing the client to experience the final solution during the implementation cycle
* Improved efficiency & customer acceptance by developing standardized vendor interfaces & requirements documentation to integrate onetime/ongoing syndicated pharmaceutical sales data
* Developed tools used to demonstrate real-time examples of the various methods in which syndicated data would be expressed in charts, line trends, data grids & other methods. Previously, solution was not visually available until after implemented
* Developed SQL queries & stored procedures used to configure system directly from configuration worksheet(s)

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| ERP Systems Engineer | **VizuAll, Inc.** | Hollywood, FL | July 2005 – July 2008 |

Managed scalable Enterprise Resource Planning application which includes modules from quoting & cost analysis to completion & billing of physical & personnel resources. Developed numerous data interface queries used in integrating clients existing data to our own system. Designed ERP systems in both SQL Server and Oracle.

* Assigned & successfully implemented international projects from both Quebec (UQAM) & Europe (BBC) that previously had become dormant & at risk of contract cancellation
* Eliminated the difficulty of moving client’s data from existing systems by creating a set of standardized interfaces requiring a simple method of matching fields & their properties from the client’s current system to the ScheduAll system. Indirectly, this created a very profitable Professional Services offering
* Improved overall look & feel of application by standardizing control & screen layout design, providing a more professional look & feel & reduced TCO
* Reduced implementation cycle & increased profitability of professional services by creating more intuitive training & configuration documentation

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| Law Enforcement Software Engineer | **SunGard - Public Sector** | Lake Mary, FL | July 1997 – July 2005 |

Senior Software Engineer and Developer of one the first and leading law enforcement Field Reporting Systems called ‘PoliceWorks’, allowing officers to remotely and electronically communicate with Dispatch, generate vehicle/driver citations, electronically create accident scenes and other reporting documents.

* Directly managed many Government agency projects from design requirements through deployment & continued support
* Increased profitability & overall quality of law enforcement software suite by Re-engineering a difficult state to state law enforcement software suite into a national standard solution, reducing development, testing & release cycles
* Developed many applications with existing system logic difficulties into releasable products
* Presenter for many National Government Conferences & local agencies, end-user training & on-site deployment & support
* Held additional positions as Account Manager, Support Manager, Product/Project Manager & Team Lead

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| |  | | --- | | Knowledge, Skills and Languages |  * 27 years’ experience in Agile Software development/engineering * Healthcare and other interoperability data exchange interfaces using many API methodologies and disciplines * Strong knowledge and experience with RDMS’ used in the application of CRM, SFA, ERM, PMS, PACS, RIS and EMR/EHR solutions * Strong knowledge and experience with multi-directional interfaces from HIEs, Practice, Clinical and Financial systems * Languages: PostGres, SQL/Tsql/MySQL, HL7 ADT, DFT, MDM, ORU-M, SIE, X12 (271,278,834,837), CCD, C-CDA, CDM, XML, RESTful & SOAP web services, Java(I/O), JavaScript, JSON, SQL, SSL/TLS protocols, C++, HTML. Minimum Experience: Ruby on Rails, C#, PHP |

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| Education |

* Florida State University, BA Computer Science, 1991
* AWS (Amazon Web Services) – Associate Solutions Architect - working
* Certified HIPAA Professional (CHP) course completed
* MCSA-SQL 461, 462 course completed. 463 working
* Mirth Connect 2.4 course completed. Self-Study
* FDA Drug Sampling Accountability Rules and Regulations course completed
* PMI, Software Requirements: Best Practices course completed
* PMI, South Florida Chapter, 6 week PMP course completed
* DCIC Low Voltage Certification