

# HARRY DHILLON

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## PROFESSIONAL SUMMARY

Meticulous Engineer who undertakes complex assignments, meets tight deadlines and delivers superior performance. A highly motivated team player and very enthusiastic and always excited about new challenges. **Core competencies include:**

Python | Java | Ruby | Spring | React JS | React on Rails | MySQL

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## PROFESSIONAL EXPERIENCE

### **Software Engineer -- PointClickCare, South Jordan, UT**

*August 2022 – Present*

- Designed and implemented scalable APIs and background workers for tasks that can be automated, providing customer facing teams more time to focus on customers.
- Developed multiple enterprise-level microservice applications driving revenue every year.
- Solid experience writing RESTful API endpoints.
- Enriched system metrics by adding in depth logging.

### **Integration Engineer II -- Collective Medical, Cottonwood Heights, UT**

*January 2021 – August 2022*

- Working with customer success teams driving clinical and economic improvement via hospitals and health plans.
- Engaged with a wide variety of technologies and systems including, but not limited to: Mirth, SFTP, SQL, Splunk, Excel, JIRA, health IT interface engines, HL7 messaging, querying databases, report validation and processing, ensuring connectivity to remote systems, Linux, and Windows.
- Managed employee training for all new recruits over a 10-month period and offered continuous advice, guidance and mentorship on duties and best practices.

### **Integration Engineer I -- Collective Medical, Cottonwood Heights, UT**

*February 2021 – December 2021*

- Work closely with project management, development, and sales to ensure the accurate and timely implementation of Collective Medical's software services.
- Determined internal deployment of builds and processes.
- Established builds in Collective Medical's test and production environments.

### **Desktops Engineer I -- Teleperformance USA, Sandy, UT**

*February 2019 – February 2021*

- Migrated desktop setups to VDI work at home configs to support COVID transition of 200 to 700 agents for 2020.
- Follow established standards for installing, configuring and/or removing hardware or software (change control process)
- Interact with the development group to ensure all new products are error free and meet all business needs.
- Monitor day to day ticket activity and proactively identify and resolve problem areas.
- Serve as a point of contact for implementation and completion of end user and management requests.
- Responsible for asset management of 500+ stations for two vendors managed by Teleperformance.
- Help solve technical operations issues with outside clients working with various networking and systems teams on incident management outage calls.
- Contribute to the development of new enterprise standards and/or modification of existing standards.
- Work with Human Resources and Recruiting teams to coordinate delivery/setup/installation of new hire classes.

**Technical Support Associate III** -- Teleperformance USA, Sandy, UT

February 2018 – February 2019

- Worked directly with customers to provide comprehensive assistance with issues including troubleshooting product issues.
  - Proactively communicated with customers, from analysis through resolution, to keep them informed of status; provided follow-up upon resolution to ensure customer satisfaction.
  - Responsible for independent resolution to routine issues, and for notifying management of non-routine issues which need immediate attention and/or escalation.
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**EDUCATION**

**Full Stack Software Development**

DevPoint Labs, Utah – 2021

**Master of Science (M.S), Applied Computer Science**

Thapar University, India – 2017

**Bachelor of Science (B.S), Applied Computer Science**

Thapar University, India – 2015

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**SKILLS**

- Excellent leadership skills with a high-level attention to detail.
  - Strong analytical, technical skills and ability to link information together.
  - Good organizational skills and the ability to handle a high volume of work.
  - Excellent presentation, oral and written communication skills.
  - Positive, confident and friendly demeanor with high level of integrity.
  - Excellent interpersonal and collaborative skills with the ability to work independently as well as in a team environment.
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**CERTIFICATIONS**

**Lean Six Sigma White Belt (LSSWB)**

The Council for Six Sigma Certification – November 2019

Credential ID: FkKSkWbqCt