HARRY DHILLON
Email || GitHub || LinkedIn || Personal Website

SKILLS
- Java | Spring | Apache Kafka | RabbitMQ | Python | MySQL | Prometheus | Grafana | Docker | Kubernetes | Splunk
- Microservices | Distributed system | Unit testing | CI/CD – *All professional proficiency or above*

PROFESSIONAL EXPERIENCE

***Software Engineer** – PointClickCare, South Jordan, UT*   *January 2022 – Present*
- Implemented robust back-end tools for seamless HL7 data ingestion and ETL pipelines from insurance companies and hospitals, ensuring data integrity and compliance with standards.
- Implemented advanced performance metrics in a critical micro-service component, improving the assessment of overall system performance.
- Developed a real-time performance dashboard using Prometheus and Grafana, enabling teams to make informed decisions promptly, leading to increased efficiency.
- Conceptualized and developed an internal tool that streamlined error identification in HL7 parsing, saving substantial time during system debugging and integrated the tool into RunDeck, ensuring seamless use across the organization.
- Managed the team release process as Release Manager, contributing to a significant reduction in release time and ensuring smooth transitions between development, testing, and production environments.
- Proactively developed a python solution for efficient incident reporting from PagerDuty, saving valuable time and reducing manual work for the Product teams.

***Integration Engineer II** -- PointClickCare, Cottonwood Heights, UT*   *February 2021 – December 2021*
- 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.

***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.

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