

Dan Harding

Pittsburgh, PA | 724.316.7159 | jdhtwo@gmail.com | [linkedin.com/in/jdhtwo](https://www.linkedin.com/in/jdhtwo) | github.com/jdhtwo | danharding.link

Logical and thoughtful software engineer with proven experience in customer Solutions/Implementation/Integration and DevOps. Seeking a Software Engineer, DevOps, Solutions, Quality Assurance, Test, Automation, Database, IT, or Support role which can leverage my tenacity and grit alongside outstanding soft skills such as excellent communication. Relatively new to coding via a mid-career bootcamp with a hunger to be challenged, prove myself, and learn new abilities to further myself and your organization. Demonstrated ability to quickly master new technologies and drive successful outcomes.

Technical Skills

Languages: SQL, Python, Java, C/C++/C#, JSON, JavaScript, Git, Shell/Bash/ZShell, Markdown, HTML, CSS, KQL, PHP, .NET. Tools: RDBMS (PostgreSQL, MySQL), CLI, Azure, Azure Data Studio, Azure DevOps, Visual Studio Code, GitHub, GitHub Actions, GitLab, Vi/VIM, Jenkins, IntelliJ, Eclipse, Atom, RTC, Sublime, OAuth, Excel, AI (Claude), URL query parameters. Frameworks/Technologies: Vue, Spring Boot, RESTful APIs, CI/CD, ETL CFGs, Unix/Linux, VMs, jQuery, Bootstrap, open source, Agile, Docker, containerization, Heroku, React. Testing: JUnit, Gherkin/Cucumber, Selenium, Squish. Project Management: Jira, Confluence. Release management.

Technical Experience

Solutions Engineer | CoachEm | Putnam, CT (Remote) May 2024 - Nov 2024

- Successfully onboarded and integrated enterprise customers to an AI recommendation platform, leveraging data from multiple major CRM/CI systems (Salesforce, Hubspot, ZoomRA, Chorus, Gong, Mindtickle)
- Worked closely with customers to understand their unique requirements, provided expert technical infrastructure integration guidance, and oversaw the seamless implementation of our product with their systems through custom ETL configuration, data mapping, transformation, retrieval, and normalization. Used QA procedures prior to launch
- Read, queried (KQL), and analyzed Azure container logs to debug/troubleshoot issues and optimize runs
- Sent API requests via Postman and queried databases (SQL) to extract relevant data and verify its accuracy
- Drove cross-functional collaboration with sales, customer support/success, and product teams (within Agile) to streamline workflows. Led the continuous improvement of implementation processes and incorporated lessons from each project
- Developed and maintained comprehensive technical Confluence wiki entries as well as managed project tracking and issue resolution in Jira

DevOps Engineer | Hitachi Rail | Pittsburgh, PA May 2022 - May 2024

- Member of DevOps team in an Agile/Scrum environment whose primary responsibility is to build and release software kits. Kits are requested by one of 25+ development teams whose projects are international commuter rail systems. Software work items are reviewed for correct documentation and implementation
- Composed shell scripts to automate critical Linux processes
- Knowledge of complex git branching within repositories, including submodule releases
- Responsible for creating, editing, and maintaining internal wiki documents and checklists with Markdown. These involved extreme accuracy and my communication and technical writing abilities have been complimented
- Trained as member of a validation and verification QA testing team in order to support DevOps tasks
- Member of an automated testing team. Translated manual/human smoke tests into automation test suites
- Selected as a Linux System Administrator for a department-wide Linux laptop initiative based on technical expertise

Student | Tech Elevator Java Bootcamp Program | Pittsburgh, PA Jan 2022 - Apr 2022

- Mini Capstone project: created a command-line interface vending machine. Shows products, takes bills, allows selections, dispenses, makes change, and updates inventory and an internal audit log

- Mini Capstone project: built a system to send money transactions. Both a back-end server-side system to communicate with a database as well as the client-side front-end as a CLI. Included ability to choose which other users to send to, to see past transfers, and check account balances. Included authentication tokens and validation rules
- Capstone project: developed a full-stack family reading tracker application. Books can be searched via API for Title/Author/ISBN and added to a wishlist. Books can be marked as favorited, read, and ranked. Parents can monitor children's reading. Incorporated the whole of our course learning - Java base, PostgreSQL database, Vue frontend

Additional Technical Projects

- Self-taught Bootstrap framework to create a website for a health insurance decision-making company. Assisted in the creation of the decision-making logic. Coordinated brand marketing across all platforms. Utilized Github
- Enrolled in Saxifrage School's 12-week introductory course in computer science and full-stack web development
- Self-taught Wordpress admin to manage updates to Substance Abuse Journal's website
- Pursued courses and exercises from FreeCodeCamp, Codecademy, Udemy, HackerRank, LeetCode, W3Schools, learnthehardway.org

Education

Tech Elevator Java Bootcamp Program | Pittsburgh, PA Jan 2022 - Apr 2022

- Completed a 14-week full-stack coding bootcamp. Learned how to create dynamic web-based software systems using Java. Was provided 700+ hours of development education and application

Grove City College | Grove City, PA | B.A., Religion Sept 1999 - May 2003

Professional Experience

Managing Editor | Substance Use and Addiction Journal | Pittsburgh, PA | Part-Time Jan 2016 – Dec 2022

- Liaison for editors, authors, and publisher at a highly-ranked peer-reviewed scientific research journal

Interim Property Manager | Oakland Planning and Development Corp. | Pittsburgh, PA June 2021 - Sept 2021

- Managed 100+ tenants in 4 midsize apartment buildings and 6 quadplexes on adjoining lots
- Supervised maintenance and custodial staff including work order scheduling and emergency repairs

Property Manager / Real Estate Agent | Riva Ridge Real Estate | Pittsburgh, PA Oct 2019 - Dec 2020

- Directed property owners, tenants, and contractors in all aspects of residential real estate for 130+ units
- Oversaw unit turn construction projects \$10,000+ in scope (flooring, painting, cleaning, marketing, leasing)

Account Manager (Client Services) | Net Health | Pittsburgh, PA Oct 2017 – Apr 2019

- Guided high-value and at-risk customers, including large regional health care systems
- Advocated within internal departments (client services, sales, development, etc.) to problem-solve customer issues

Research Health Science Specialist | Department of Veterans Affairs | Pittsburgh, PA Nov 2008 – Oct 2017

- Coordinated the design, implementation, and administration of six qualitative research projects
- Consulted for a nationwide program that educated medical providers in a niche medication treatment
- Responsible for execution of surveys, focus groups, and investigational drug medical management counseling
- Entrusted with recruitment of VA employees and Veterans, leading to the consent process for study participation

Customer Success | FollowUpThen | San Jose, CA (remote) June 2016 – June 2017

- Handled customer support ticket requests, feature suggestions, and bug tracking for 130,000+ users

Co-Founder | HealthSage | Pittsburgh, PA Nov 2014 – Dec 2016

- Co-founder of an online tool for health insurance plan comparison and decision-making

Professional Training

altMBA | Walker Award Recipient (peer award for class contributions) Aug 2016

- An intensive, 4-week online international workshop designed by Seth Godin for high-performing individuals who want to level up and lead. Focused on soft skills, making change happen, marketing, and learning to see the world differently