

Dan Harding

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Experienced in Implementation, Integrations, DevOps, Release Management, Quality Assurance (QA), Test Automation, Technical Writing, Research, Healthcare, Health Insurance. Seeking a **Data Analyst** role which can leverage my tenacity, grit, and outstanding soft skills such as excellent communication.

Technical Skills

Languages: SQL, Python, Java, C, C++, C#, **JSON**, JavaScript, Typescript, **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, Auth0, 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, Docker, containerization, Heroku, React, Release management. Testing: JUnit, Gherkin, Cucumber, Selenium, Squish, BDD/TDD, HTTP tunneling. Project Management: Jira, Confluence, Agile, Scrum, SLDC

Experience

Implementation Engineer | CoachEm | Putnam, CT (Remote)

May 2024 - Nov 2024

- Onboarded and integrated enterprise customers to an AI recommendation platform as the first technical point of contact, leveraging data from multiple major CRM and 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 back-end with their systems utilizing custom Extract, Transform, Load (ETL) configuration files, data mapping, transformation, retrieval, and normalization, test environments, and Quality Assurance (QA) procedures prior to customer go-live deadline
- Triggered stored procedures in Azure DevOps containers. Read, queried (KQL), and analyzed console 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
- Collaborated 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 comprehensive technical Confluence wiki entries and managed project tracking and issue resolution in Jira

DevOps Engineer | Hitachi Rail | Pittsburgh, PA

May 2022 - May 2024

- Built and released software kits which were requested by 25+ international commuter rail system development teams. Software work items were reconciled and reviewed for correct documentation and implementation
- Composed shell scripts to automate critical Linux processes, particularly for backend Jenkins CI/CD
- Knowledge of complex Git branching within repositories, including submodule releases
- Led a test automation initiative to translate manual human smoke tests into automation test suites. Visible to upper management as a financial priority
- Performed validation and verification Quality Assurance (QA) tests
- Scripted and tested across virtual machines, both current and legacy, requiring HTTP tunneling
- Responsible for creating, editing, and maintaining wikis, documentation, checklists with Markdown. This involved extreme accuracy and my communication and technical writing abilities have been complimented
- Selected as a Linux System Administrator for a department-wide Linux laptop initiative

Student | Tech Elevator Java 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

Sept 2012 - Present

- Pursuing University of Pittsburgh **School of Computing and Information courses** towards a B.S. (Present)
- Pursuing **AWS Skills Builder Cloud Practitioner Essentials** (Present)
- Avid **AI user** for DIY personal projects, coding, aggregate web searches, and recommendations (2024-Present)
- Updated personal website files to be stored in a GitHub repository and deploy via webhook to the hosting service (2025)
- Completed a one-week beta test for a curriculum update from Vue to Angular for school alumni (2025)
- Purchased a Kano Raspberry Pi to teach my family coding. Flashed from original Kano OS to Ubuntu (2021)
- Enrolled in Saxifrage School's 12-week introductory course in computer science and full-stack web development (2012)

Managing Editor | Substance Use and Addiction Journal | Pittsburgh, PA

Jan 2016 – Dec 2022

- Liaison for editors, authors, and publisher at a highly-ranked peer-reviewed scientific research journal
- Self-taught Wordpress admin to manage, update, improve the journal's website

Client Services Account Manager | 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) to problem-solve customer issues for specialty Electronic Health Record (EHR) software

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
- Educated medical providers in a niche medication treatment via a nationwide subject matter expert consultant program
- Conducted 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
- Worked with individual patients Electronic Medical Record (EMR) as well as large datasets

Customer Support | 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
- Self-taught Bootstrap framework to create company websites and assisted in the creation of the decision-making logic

Education**Tech Elevator | Pittsburgh, PA**

Jan 2022 - Apr 2022

- A 14-week full-stack Java development education and application to create dynamic web-based software systems

Grove City College | Grove City, PA | B.A.

Sept 1999 - May 2003