Jennifer A. Hoitenga

jahoitenga@gmail.com

Experience

2001 – Present **Children's Mercy Hospital – Kansas City, MO**

2023 – Present — Software Engineer II, Health Informatics and Technology
- Primary support person for custom programming projects
- Develops and maintains detailed documentation for custom programming projects and all standard work process (SWP) documentation for the REDCap Support team
- Takes on highly complex REDCap project build requests
- Manages, maintains, and validates REDCap upgrades on a quarterly basis
- Develops and implements basic custom plugins and hooks using HTML, JavaScript & PHP
- Mentors, trains, and leads less experienced engineers and analysts

2013 – 2022 — Programmer/Analyst II, Health Informatics and Technology
- Performed all administrative tasks related to REDCap
- Provided daily ongoing support to REDCap end-users
- Researched, troubleshooted and resolved complex problems independently
- Collaborated with faculty & staff to gather requirements and provide solutions for data needs
- Created detailed training documentation and process guides
- Coordinated and facilitate REDCap training
- Maintained and validated REDCap upgrades on a quarterly basis
- Mentored, trained, and lead less experienced analysts
- Participated as a member of the REDCap Regulatory & Software Validation Committee
- Awarded "Employee of the Month" June 2018

2008 – 2012 — Information Systems Analyst II, Information Systems
- Provided direct IT support for the Health Information Management Department
- Implemented, integrated, maintained, and optimized assigned Cerner and other misc. applications
- Applied best practices in system design, build, and implementation, assuring system security and focusing on patient care safety and customer service
- Built and maintained database reports and validated results against native systems
- Used resources wisely, working collaboratively to advance efficient team operations

2001 – 2007 — Release of Information Analyst, Health Information Management
- Retrieved and released patient records through access of the EHR while maintaining total compliance with federal, state, and local laws and procedures

Skills

- ITIL4 Foundation Certified
- Database Management
- HTML
- CSS
- JavaScript
- DevOps
- GitHub
- Agile Methodologies
- WinSCP
- Putty
- SAP Web Intelligence
- Microsoft Office Suite
- Problem Solving
- Time Management
- Customer Service

Education

Bachelor of Science
Major: Web Development (in progress)
Bellevue University

Associate of Arts
Major: General Studies
Hutchinson Community College