

Jennifer A. Hoitenga

jahoitenga@gmail.com

Experience

2001 – Present

Children's Mercy Hospital – Kansas City, MO

2023 – Present

Programmer Engineer, Health Informatics and Technology

- Primary support person for custom programming projects
- Develops and maintains detailed documentation for custom programming projects
- Develops and maintains detailed documentation for 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

Medical Informatics Programmer Analyst II, Health Informatics and Technology

- Performed all administrative tasks related to REDCap
- Provided daily ongoing support to REDCap end-users
- Investigated, diagnosed, and successfully 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 facilitated 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

2004 – 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 | • GitHub | • Microsoft Office Suite |
| • Database Management | • DevOps | • Problem-Solving |
| • HTML / CSS / JavaScript | • Agile Methodologies | • Time Management |
| • Node.js | • SAP Web Intelligene | • Customer Service |

Education

Associate of Arts: General Studies
Hutchinson Community College

Bachelor of Science: Web Development
Bellevue University (In Progress)