

Dan Kercher

Software Developer

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PROFESSIONAL SKILLS SUMMARY

Motivated software developer with over eight years of professional IT experience in fast-paced, team-based environments. Customer-focused with superior communication skills. Collaborates with stakeholders to ensure optimum functionality, performance, accessibility, scalability, and security of applications.

Solution Oriented

- Creative problem solving
- Teamwork
- Analytical thinking
- Strong client relations
- Agile methodologies

Programming

- Object-Oriented Programming
- JavaScript, HTML, CSS
- Ruby, Python, C#, C++
- SOLID principles and OOP design patterns

Tools and Frameworks

- SCM tools (Git)
- SQL, NoSQL
- Linux, Docker
- Ruby on Rails, React, jQuery, Node.js
- REST APIs

WORK EXPERIENCE

Indiana University – Department of Radiology and Imaging Sciences

Full-Stack Developer

09/2022-Present

- Led full stack development of clinical Radiology software used by 200+ Radiologists.
- Optimized back-end API and database performance, resulting in 25% faster load times.
- Complete front-end redesign of legacy application, resulting in 50% faster development times and improved user experience.
- Developed and deployed staging, production, and downtime environments for applications and databases, leading to smoother releases.
- Managed, monitored, and troubleshoot six application and database servers.

Indiana University – University Information Technology Services

Client Services Analyst

08/2019-09/2022

- Led implementation team of ServiceNow ticketing system migration for 150+ employees across nine cross-functional teams.
- Acted as team lead on legacy email system retirement impacting 400,000+ clients.
- Developed training and best practice documentation for emerging technologies.
- Reviewed and assessed university-wide IT projects to identify requirements and risks.

IT Support Supervisor

08/2018-08/2019

- Hired, trained, supervised, and mentored a team of 30+ IT support consultants.
- Identified and implemented support process improvements.
- Received first Support Center Mike Dougherty Employee of the Year Award (2018).

IT Support Consultant

06/2017-08/2018

- Troubleshoot, tested, and resolved wide range of tier 1 issues in fast-paced environment.
- Provided in-person and remote training on diverse array of online educational systems.
- Coordinated support with a network of teams through FootPrints, Teams, and Slack.

EDUCATION

Purdue University

Bachelor of Science: Computer Science

Purdue University

Bachelor of Arts: History and Philosophy