Matt Himrod

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Pittsburgh, PA USA 📍

Work Experience

7/2020 – Present   Pittsburgh, PA

Senior Data Engineer
UPMC Enterprises

- Researches, plans, and executes solutions for data exchange.
- Works independently on user stories; assists with story grooming and execution when needed.
- Acts as an SME within the team and the go-to person with questions in areas of expertise.
- Assists in the education and mentoring of new members of the team, primarily in process and procedure.
- Acts as a representative of the team with stakeholder groups. Facilitates interactions for items such as grooming, prioritization, acceptance with key members of the stakeholder group.
  Works with management on strategic decisions around workflow and process.

7/2017 – 7/2020   Pittsburgh, PA

Integration and Data Services Manager
TeleTracking Technologies

- Mentors and manages a team of six Integration Analysts responsible for the TeleTracking HL7 Interface Engine and a team of five Technical Analysts who upload static configuration data to the TeleTracking application.
- Manages internal and external issue escalations from the Tier 2 helpdesk associated with the implementation and integration of new products, service work, and upgrades.
- Manages subscription-based client project requests, determining whether requests fall within the subscription plan, assigning resources, and providing management support.
- Assists Client Success Managers and Professional Services Administrators with quoting and scoping interface project requests.
- Reviews operating processes to ensure services are being delivered efficiently and with a high level of quality
- Works with Product Management, Development, and Technical Support to improve on and/or standardize third-party interfaces and integration technics.
- Works with Project Managers, Technical Project Managers, and clients to ensure resources are available and allocated to new implementation projects, service work, and client upgrades.
- Represents the Data Integration Services department in daily Production Support and weekly Change Review Board meetings.

Skills

Customer Communication
Complex Problem Solving
Office Applications
Basic Electrical and Telecom Wiring
Networking, Routing, and VPN
Operating Systems
Windows
Linux
Databases
MySQL
Microsoft SQL
HyperSQL, SQLite
MongoDB
Languages
Perl 5
Python
Lua
JavaScript
C, C++, C#
Source Control & Issue Tracking
SVN, Git
Atlassian Suite (JIRA, Confluence)
Interface Standards
HL7 (ADT, ORM; working knowledge)
iNTERFACEWARE Iguana/Chameleon
NextGen Connect/MirthConnect

Education

8/1999 – 1/2004   Cleveland, OH

Bachelor of Science in Engineering
Case Western Reserve University

Computer Engineering (major)
Artificial Intelligence (minor)

Interests

Raspberry Pi
Networking and OpenVPN
Programming Exercises
SQL and Non-SQL Databases
Science Fiction, Star Trek
Weight Lifting
Photography
Crocheting, Sewing

Work Experience (continued)

1/2008 – 6/2017   Murrysville, PA
Integration & Deployment Manager
Philips (formerly medSage Technologies)

- Mentored and managed a team of twelve engineers and specialists whose primary responsibility is the configuration, monitoring, and integration of the medSage service with customers' software
- Responsible for annual goal setting and performance metrics for each member of the team
- Consulted with prospective customers and other software vendors to assess software compatibility
- Created and maintained the team's toolbox and query repository (Perl and SQL utilities)
- Key player in the planning and prioritization of work assigned to the software engineering team including bug reports, improvement requests, feature requests
- Created automated daily, weekly, and monthly customer metrics for the medSage account consultants, business analysts, and marketing. Continuously improved the report programs; debugged the programs, optimized the programs' SQL queries, and multi-threaded the reporting engine to make the process more efficient and reduce the load on the reporting database.
- Automated the task of downloading, processing, and archiving of customer-provided report files
- Rewrote portions of the medSage Integration Client to work around discontinued Internet Explorer APIs that were critical to the data upload process
- Created and maintained a script to log in and download customized report files from a popular web-based DME software for processing using the medSage Integration Client
- Created a toolbox and query repository for the use of the team including several tools to automate tedious and error-prone tasks

7/2007 – 12/2007   Cranberry Township, PA
Quality Assurance and Customer Support Engineer
Netronome Systems

- Performed manual regression, functionality, and performance tests of the Network Flow Engine
- Responded to customer technical support questions

2/2004 – 9/2004; 7/2005 – 6/2007   Cleveland, OH
Systems and Clinical Software Administrator
Case School of Dental Medicine

- Mentored, trained, and supervised a small group of IT specialists responsible for the schools 100 staff workstations, 250 chairside workstations, and 140 student tablet computers
- Managed and maintained several local application, file, and database servers
- Recommended new equipment as necessary and consulted with vendors to ensure compatibility
- Trained new dental school faculty and staff on clinic software functions and HIPAA policies
- Monitored and reported network security incidents to the Chief Information Security Officer
- Managed all clinic software user accounts and requests for university accounts

2/2004 – 7/2005   Cleveland, OH
Systems Administrator
Case School of Medicine, Department of Pharmacology

- Managed, maintained, and repaired Windows workstations, servers, **printers**, and all associated hardware and software
- Created and maintained a web-based application system for a summer research program
- Installed and maintained email distribution lists and created enhanced web-based administration tools
- Created and maintained miscellaneous tools and scripts for day-to-day administrative tasks