

# DAN THARP

+13092020828 | dantharp@gmail.com | linkedin.com/in/dan-tharp-370a46/

## SUMMARY

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I'm an IT professional with both a technical background as well as experience managing teams of very talented IT/Development people. You can find my resume on my website at: <https://www.dantharpmusic.com/resume>  
In my free time I'm also a musician, playing original acoustic/classical guitar as well as other forms of digital instruments.

## EDUCATION

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**Illinois State University**  
*Bachelor's, Computer Science*

**January 1986 - December 1988**  
*GPA: 3.34*

**Illinois Central College**  
*Associate's, Computer Science*

**August 1983 - May 1985**

## PROFESSIONAL EXPERIENCE

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### Relatient

**Franklin, TN, USA**

*Software Engineering Manager*

*April 2023 - January 2024*

- Led a team of engineers to deliver high-quality software solutions in a timely manner, ensuring customer satisfaction and business growth.
- Improved software development processes by implementing agile methodologies and facilitating cross-functional team collaboration.
- Collaborated with product managers to define clear project requirements, aligning engineering efforts with business goals.
- Managed software release cycles with careful planning, coordination, and communication across various departments.
- Developed comprehensive documentation for internal software systems, improving knowledge sharing among team members and reducing onboarding time for new hires.
- Increased overall team productivity through continuous process improvement initiatives and effective resource allocation.
- Championed best practices in software architecture, code quality, and testing within the engineering organization to maintain high standards of excellence.
- Resolved critical production issues quickly and effectively by leading incident response efforts during system outages or security breaches.
- Active participation in Scrum/Agile processes (heavy Jira and Confluence use).
- Provided regular feedback to both junior engineers and senior leadership on individual performance metrics and observations.
- Team technologies: Perl, Laravel PHP, MySQL, Nest.js, Jasper, APIs, Postman, Swagger, Asterisk, Amazon Web Services (AWS), Jira, Confluence, LucidChart
- Laid off 1/25/2024

### Olive AI

**Columbus, OH, USA**

*Software Engineering Manager*

*February 2022 - February 2023*

- Coordinated with human resources on recruitment efforts to attract top talent in the software engineering field, contributing to a highly skilled and diverse team.
- Mentored junior engineers and fostered professional growth, resulting in increased individual contributions to the team's success.
- Allied with other engineering leaders to plan, manage and coordinate teams around reaching prescribed development milestones.
- Cultivated partnerships between engineering, product and UX personnel to create holistically designed final products.
- Increased overall team productivity through continuous process improvement initiatives and effective resource allocation.
- I managed the "back-end" Engineering team responsible for the development of web-based applications used by both Provider and Payer customers of Olive, utilizing AI to optimize the prior authorization process, saving millions of dollars in the healthcare space.
- Active participation in technical design and architecture decisions and SDLC process improvement.
- Team Technologies: MS MVC C#, SQL, Entity Framework, Workload managed via Microsoft Azure Devops, Atlassian Jira and Jira Service Desk.
- Laid off 2/9/2023

### Eastern Standard

**Philadelphia, PA, USA**

*Web Development Team Manager*

*August 2021 - February 2022*

- I oversaw all aspects of the Development team, and was responsible for the quality of work, enforcement of best practices, the success of development projects including efficiency and profitability, directly managing team members, and hiring new members and contractors from across the world.
- Achieved project deadlines consistently by closely monitoring progress and proactively addressing any potential roadblocks.
- Collaborated with cross-functional departments to drive cohesive efforts towards common goals and objectives.

- Developed a high-performing team by recruiting top talent, providing ongoing training, and fostering a positive work environment.
- Coordinated team collaboration to share ideas and build best practices.
- Analyzed team performance data to provide meaningful insights, enabling informed decision-making.
- Delivered regular team meetings for aligned work towards common goals.
- Team Technologies: CMS (WordPress and Drupal), HTML/CSS/React.
- I also administered Jira and Jira Service Desk.

### **MPOWR/SupplyCore**

*Software Development Manager*

**Rockford, IL, USA**

*February 2018 - August 2021*

- I managed a distributed team of both Developers and QA that did full stack web development on MPOWR, a product that managed the social services needs of large groups of people.
- Reduced software defects by designing robust testing strategies and leading the QA team in executing test plans, both manual and automated.
- Recruited top talent for key positions within the department, building a high-performing team capable of tackling complex projects with confidence and efficiency.
- Championed continuous improvement initiatives within the department, identifying opportunities for process optimization and driving change where necessary to enhance overall effectiveness.
- Team Technologies include: C#/MVC/.NET and React.js/Javascript front-end with MS SQL Server back-end and embedded Izenda BI as the reporting engine all hosted in Microsoft Azure. Workload managed via Atlassian Jira using SCRUM/Agile/Kanban methodology.

### **Productive Programming Inc.**

*Application Development Manager*

**Verona, WI, USA**

*June 2017 - August 2017*

- Short contract engagement to fill in for the previous Development Manager who left the organization suddenly.
- Worked to improve the morale of the team (10 members).
- Worked to establish standardization of requirements documentation, coding practices, quality/testing processes and release management procedures.
- Development environment: MS Visual Studio (VB.net) and MSSQL stored procedures.

### **Orchestrate Healthcare**

*Project Manager*

**Carbondale, CO, USA**

*April 2017 - May 2017*

- Short contract engagement as a Project Manager to assist with the integration of reference lab results from Central Iowa Healthcare (a Unity Point Health hospital) to Allen Memorial Hospital in Waterloo, IA.
- Took part in the discovery of how current processes work, what HL7 data flowed from the CIH McKesson Paragon system to the reference lab, and what changes/challenges might be ahead regarding the utilization of the Corepoint EDI engine.
- Worked with Unity Point Pekin Hospital IT personnel who were also consulting on this short and very fast-moving project.

### **Time off with Daughter and Mother**

*Caregiver/Personal Assistant*

**Pekin, IL, USA**

*May 2016 - February 2017*

- Note: After being laid off from ATS, I experienced a scarcity of IT Management positions in Central Illinois and the need to assist my daughter and mother during their illnesses caused me to take short term engagements rather than full time employment options.
- My daughter had Stage-4 Hodgkin's Lymphoma (cancer-free now) and my mother had a severe case of Fibromyalgia.
- I helped my daughter out including occasionally watching her children while she was sick from Chemo treatments and helped my Mom out with various life tasks that were made almost impossible due to her pain.

### **POINTcore**

*Regional Account Executive/Director*

**Peoria, IL, USA**

*February 2016 - April 2016*

- Short contract engagement at an experimental MSP arrangement between OSF and Hopedale Medical Complex in Hopedale, IL.
- Managed all IT needs of customers (hospitals, clinics, etc.), defined opportunities for improvement and then implemented solutions utilizing OSF IT resources.
- Made recommendations to senior management and IT Steering committee for ways to reduce costs, reduce risks, improve efficiencies, and maintain compliance with HIPAA, Meaningful Use, and other IT best practices.
- Identified and made recommendations for resolving various IT issues and improvements.
- MSP arrangement disbanded.

### **Sentinel Technologies**

*Advanced Project Manager*

**Springfield, IL, USA**

*October 2015 - February 2016*

- Short contract engagement where I managed projects for customers implementing technologies such as Unified Communications, Data Center, Cloud Technologies, Video/Conferencing Collaboration, and Managed Services.
- Coordinated efforts of customers and Sentinel technicians to ensure projects were on time and under budget.
- Tracked projects using internally developed SharePoint workflows.
- Delivered exceptional customer satisfaction by proactively addressing client concerns and meeting or exceeding expectations throughout the engagement process.
- Successfully managed multiple projects simultaneously by prioritizing tasks according to urgency, resource availability, and alignment with organizational goals.

- Prepared detailed reports on project status for stakeholders, ensuring transparency and alignment with objectives.
- Achieved project deadlines by coordinating with contractors to manage performance.

### **Advanced Technology Services**

**Peoria, IL, USA**

*Application Development Manager*

*March 2014 - March 2015*

- Managed a 13-member development team (and 1 contract person) responsible for developing enterprise-wide applications, including new UX for equipment maintenance system (SAP).
- As part of rebuilding the Development team we established best practices and established an "ATS Business Service Development Framework" using a service-oriented architecture, based in the cloud, allowing custom developed applications to consume and share common functionality such as data access, business processes, integrations, and logging/auditing. I was also responsible for managing all projects that the Development team was involved in utilizing an Agile/Scrum methodology.
- Note: The decision was made to host everything "in the cloud" via Microsoft Azure not only to address the technical needs of having anywhere-anytime access to our data, applications, and EDI (Microsoft Biztalk), but also to satisfy security requirements from our customers. Microsoft Azure provided both security as well as geographic redundancy which was also expandable as requirements increased.
- Narrowed "technology spread", established a re-usable development framework, refined QA processes, and implemented an Agile-SCRUM methodology.
- Technologies/tools standardized on: MS Visual Studio (IDE), MS Team Foundation Server, Rally (for Agile process), Microsoft .NET (including both VB and C#), JavaScript, Angular JS, LESS.js (as a CSS preprocessor), Bootstrap, Jquery, and others.
- Laid off 03/2015

### **Pekin Hospital**

**Pekin, IL, USA**

*IT Director*

*July 2008 - December 2013*

- Managed a 14-member IT team supporting all computer, communications, and networking technologies throughout the hospital and physician offices.
- Completely replaced all IT/telephony technologies (servers, PCs, entire data center, wireless, networking, backup/disaster recovery) and virtualized 75% of the servers and 200 desktops as part of meaningful use compliance.
- Developed comprehensive disaster recovery plans, ensuring business continuity in case of unforeseen events or emergencies.
- Streamlined helpdesk operations by implementing standardized ticketing systems for more effective issue resolution.
- Achieved Meaningful Use compliance resulting in millions of dollars from the government.
- Used MS SSIS and eGate to port transactions to/from various systems, used MS SQL Server stored procs to generate data for SSRS reporting, developed SharePoint/InfoPath forms and workflows, scripted un/installation processes for updating servers and over 800 PCs during down-times for upgrades.
- Did extensive maintenance (resolving fragmented indexes, query optimization, etc) on our large Paragon database.

### **G&D Integrated**

**Morton, IL, USA**

*Development Manager*

*February 2001 - July 2008*

- Played a key role in the design and development of the VMI (Vendor Managed Inventory) system utilizing web-based .NET code, web services, handheld scanners, and Microsoft BizTalk (ANSI X12, EDIFECs, XML). Parts receiving/locations/shipping reported to 70+ customers via Business Objects XI and back-end EDI transactions that completely automated invoicing for 70+ customers such as Caterpillar and Komatsu.
- Wrote all "behind-the-scenes" .NET code (including invoicing and EDI) for the VMI warehousing system, which provided real-time reporting and EDI notifications to customers such as Caterpillar, Komatsu, John Deere, and others.
- Designed, created, and maintained the database/data-warehouse for the VMI system.
- Selected, implemented, and supported an enterprise-wide EDI system, wrote applications and web-services to enable customizations per customer, was responsible for all EDI related implementations and all application development, and established the newly created Development team within G&D.
- Extensive involvement with the following technologies: Visual Basic, Microsoft BizTalk 2000- 2004, Microsoft SQL Server, EDIFECs (EDI specifications), COM+ Application Development, XML/XSLT, Harbinger TrustedLink for Windows (EDI), ASP Application development, VBScript, Microsoft Access, Windows 2000, and exploration of the Microsoft .NET environment.

### **Morton Welding**

**Morton, IL, USA**

*Systems Manager*

*October 1997 - February 2001*

- Managed all IT/telephony systems including those that communicated with tube and sheet metal fabrication, laser cutting, and machining equipment.
- Automation and integration successes enabled us to improve efficiencies, reduce costs, and gain recognition from customers like Caterpillar and Komatsu for our quality and timeliness.
- Developed a wide variety of FoxPro and MS Access reports from the Made2Manage system, implemented customizations (FoxPro), and implemented barcoding per Caterpillar standards.
- Collaborated with business stakeholders to define system requirements for new technology initiatives, translating needs into actionable project plans (including the selection of a new manufacturing system).
- Maintained comprehensive inventory records of hardware assets and software licenses, ensuring compliance with usage agreements and facilitating efficient resource allocation.

- Reduced operational expenses by consolidating redundant systems and streamlining resource allocation across departments.

**OSF Saint Francis Inc.**

**Peoria, IL, USA**

*Project Manager*

*November 1994 - October 1997*

- Quickly progressed from Programmer to Application Development Specialist to Project Manager.
- Created and managed a new OSF Home Health IT team to support the IT needs of OSF's Home Health agencies all throughout the OSF Home Care Services Division.
- Coordinated the creation of RFIs and RFPs for new system selections for various OSF Home Health businesses: Home Care Management & Consulting, Franciscan Home Therapeutics (infusion therapy), Alterna-Care Nursing Services (Hospice), Franciscan Medical Equipment (DME), Medi-Park Pharmacy, and Eastland Pharmacy.
- Along with project management and team leadership responsibilities, I had extensive experience with MS Access, Visual Basic, dBASE III+, Clarion for Windows/DOS, Windows 3/3.11, Windows 95, Novell network utilities, MS Project, CA SuperProject, MS Excel, Word Perfect, Lotus cc:Mail, STAT2, MUMPS, Unix AIX (RS6000), Rumba, Ecco, Netscape Navigator, Act!, Visio, MS SourceSafe, Meeting Maker XP, and working knowledge of HTML and building personal web pages on the Internet.

**SKILLS**

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**Skills:** Agile, ASP.NET, Atlassian, Data Analysis, Data Structures & Algorithms, JIRA, HTML/CSS, Management, Microsoft Azure, MySQL, .NET, Operating Systems, Postman, REST APIs, SCRUM, Splunk, SQL, Tableau, Web Development, Zapier, Word/Pages/Docs, Excel/Numbers/Sheets, Datadog, Quality Assurance (QA), Software Testing, TCP/IP, Confluence, Balsamiq, Bootstrap, BusinessObjects, Citrix, Databricks, Google Analytics, IBM Db2, Oracle