

# TIMOTHY J O'CONNELL

## CONTACT

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## URL

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## SKILLS

- **Cloud:** AWS, GCP
- **Operating Systems:** RHEL/CentOS, Ubuntu, OSX, Windows 10
- **Languages/Formats:** bash, HL7 (2.n), HTML/CSS, JavaScript, perl, python, SQL (PostGres and MS SQL Studio), XML/XSLT
- **Server Software:** git, MongoDB, nginx
- **Collaboration Software:** GitHub, Google Drive, Jira, Office 365 & MS Teams

## EDUCATION

Yale University Divinity School, New Haven, CT  
Master of Religion and the Arts, May 2006

University of Illinois at Chicago, Chicago, IL  
Bachelor of Arts, English Language and Writing, May 2004  
Member *Eta Sigma Phi*; graduated with Highest Departmental Distinction (English)

## EXPERIENCE

**3M Health Information Systems**, Salt Lake City, UT  
360 Encompass in the Cloud  
*Operations Manager*

February 2021 - Present

- Managed a team of application and cloud engineers. Wrote new employee requisitions. Designed team structure and staffing model.
- Designed the integration between customer sites and the 3M HIS AWS Cloud; created documentation and trained 3M and contract employees on new implementation processes including HL7, VPN and federated authentication.
- Designed and operationalized a from-scratch operations process/procedure for *360 Encompass in the cloud*, starting with GA on April 1st, 2021. Results:
  - 90% reduction in resolution time of of S1's versus on-premises support.
  - 80% reduction of support tickets overall (compared to similar on-premises installs).
  - Four (4) unplanned downtimes in the first year of GA, all related to external causes beyond 3M HIS's scope.
- Fronted the marketing effort for the new feature:
  - Conducted a Becker's voice-of-customer focus group with HIS executives.
  - Co-hosted three-part webinar on 360 Encompass in the cloud focused on migrating existing customer; co-hosted the CES presentation launching the feature (CES 2021).
- Composed, collected and published internal- and external-facing documentation, including a large library of runbooks (approx. 30), including a quarterly "refresh".

- Created a custom webapp to automate the creation of the maintenance calendar and manage implementation pipeline.
- Wrote and edited contract language for 360 Encompass in the Cloud addendums; led contract modification requests (CMR); developed vendor partner/SOW contracts.
- Managed vendor partner relationships: designed process/forms, wrote project plans, managed invoicing, developed SOW, etc.
- Provided technical sales support; including developing pricing and architecture designs for prospects with various levels of cloud readiness.

**3M Health Information Systems**, Salt Lake City, UT

November 2017 - February 2021

Escalation Solutions and Documentation Team

*Senior Client Solutions Engineer*

- Provided second-tier support for production *3M™ 360 Encompass™* systems, focusing on *MS SQL Studio*.
- Created documentation and technical training for new product and feature roll-outs.
- Full-stack developer on custom analytics and administrative solutions for internal consumers, including ETL from diverse sources, indexing, front-end and user support through 2018.
- Supported design, documentation and implementation issues related to the 3M CodeRyte<sup>sm</sup> CodeAssist<sup>sm</sup> platform through 2019.
- Wrote, edited and published internal- and external-facing knowledge base articles, including a long-term SQL Server maintenance guide focused on OLTP best practices (July 2020).
- Moved to Incident Response Team, 2020-11-02.
- Awards: "Above & Beyond", December 2020.

**3M Health Information Systems**, Salt Lake City, UT

April 2012 - October 2017

Enterprize Implementation and Training

*Senior Implementations Analyst*

- Designed, developed, deployed and maintained a proprietary suite of project management and document interface analysis tools called *Checkmate*.
- Created and maintained the "Orientation Guide" for new employees; created and maintained the "New User Guide" for 360E/CAC customers.
- Created and maintained style guides, knowledge base entries, etc. for internal teams and external stakeholders.
- Managed small, interdisciplinary teams of engineers, analysts and project managers; conducted several weekly, recurring project meetings.
- Coordinated engineering backlog, prioritization and deployment; worked tickets in *Jira*, *OpenAir* and *SalesForce*.
- Drafted technical and non-technical "middle drawer" briefs and "how-to's" for installation and engagement teams.
- Designed project plans for technical and non-technical teams; created and conducted interdisciplinary/cross-team/corporate integration training.
- Supported Sales directly as a technical resource and indirectly by writing/editing statements of work and normalizing client data samples for demos and trials.
- Consulted with installation teams implementing Auto-suggested codes in *3M™ 360 Encompass™* platform (Computer Assisted Coding module).

- Full-time remote employee beginning July 1st, 2012; promoted (same title; different pay grade/org position) May 2013.
- Awards: "3M Perk", July 2013; "Stellar", Q4 2014.

**CodeRyte, Inc.**, Bethesda, MD

December 2011 - April 2012

*Team Lead - Large Scale and Innovative Projects*

- Designed, documented and delivered extensible/turn-key implementations of *CodeRyte's* NLP technology for large-scale roll outs, resellers and partners.
- Managed long-term interface and operational engagements with enterprise clients, such as *3M* and *Zotec Partners*.
- Coordinated and prioritized engineering and QA operations using multiple ticketing systems (JIRA, TEAMTRACK and SALESFORCE), including the interim management of build, deploy and QA, beginning in February of 2012.
- Participated in the "complex sales process" and collaborated with sales leads and inside counsel during contracting to mitigate long-term risk.
- Communicated detailed project requirements, including specifications, deadlines and risks to technical and non-technical members of the Implementations team.
- Delivered status updates, risk assessments and strategic summaries directly to *CodeRyte* senior management.

**CodeRyte, Inc.**, Bethesda, MD

May 2010 - December 2011

*Technical Project Manager*

- Managed the efforts of internal technical resources, including implementation engineers, product developers and sysadmins, in an AGILE setting; served as the single point of technical and administrative contact for numerous active projects.
- Analyzed RIS and billing systems; consulted with hospital system and billing company clients with diverse workflow and pipeline requirements.
- Coordinated with clients to develop specifications and requirements; maintained working relationships with revenue cycle and IT personnel.
- Configured high-availability interfaces to and from *CodeRyte's Linux* data transport servers; collaborated with users to customize workflow within the *CodeRyte* webapp.
- Presented technical summaries and client trainings (in person and via WEBEX) to client stakeholders of mixed technical ability.
- Composed and curated knowledge bases and internal tools (using PYTHON and PERL) designed to expedite discovery, integration and the eventual transfer of new projects to Support.
- Employee Achievement Awards: Q3 2010, Q4 2010 (quarterly award program ended in 2011).
- 2011 Excellence in Innovation Annual Award.

**CodeRyte, Inc.**, Bethesda, MD

August 2009 - April 2010

*Quality Assurance Engineer*

- Acted as liaison between software engineers and project managers, cooperatively maintaining multiple SUBVERSION repositories and several builds of *CodeRyte's* PERL-based *cgi* application.
- Processed a high volume of bug and configuration change tickets using SERENA TEAMTRACK. This required rapidly troubleshooting PERL and XSLT code while assuring the quality of client-facing deliverables, including records and reports in various formats, e.g. CSV, XML, HL7, XSL, etc.

- Developed productivity-enhancing utilities for other QA engineers using PYTHON and PERL. These tools were generally based on proprietary PERL API's, involved MYSQL databases and leveraged XML/XSLT wherever possible.
- Developed an original test suite that combined SELENIUM RC and PYTHON's unit-testing tools to automate smoke- and regression-testing of proprietary web applications.
- Responsible for assuring integrity and compliance standards concerning ELECTRONIC MEDICAL RECORDS and transport of HIPAA-protected data.

**PublicSquare.net**, Washington, DC  
*Web Developer*

June 2009 - December 2009

- Adapted legacy code to match emerging needs of bloggers, podcasters and other non-technical contributors.
- Managed and customized WORDPRESS and BBPRESS installations, applying updates and modifying CSS and PHP elements as needed to match the flagship PHP site.

**AlmostEffortless.com**, Chicago, IL  
*System Administrator*

May 2008 - June 2009

- System administrator for LINUX VPSes serving public-facing WORDPRESS blogs and RUBY/RAILS applications.
- Designed and administered a full LAMP-stack with automatic MYSQL replication to remote site, a complicated collection of APACHE2 VirtualHosts, a POSTFIX/COURIER email server, and other related services.

**Parity Systems Ltd.**, Chicago, IL  
*System Administrator*

January 2007 - May 2009

- Designed and implemented IT solutions for *National Merit Scholarship Corporation's* data-entry, management and creative staff, including WINDOWS SERVERS for file-sharing, DNS and AD as well as other Linux services such as LAMP-powered public sites, VPN, tape backup, WINDOWS network administration, etc.
- Installed, configured and maintained utilities such as OPENVPN, VNC and WINDOWS RDP, providing reliable telecommuting to developers and other remote users; I also remotely administered an off-site client network, including workstations, servers, printers and miscellaneous mobile devices.
- Developed custom PYTHON/GNU/BASH applications that allowed my superiors to conveniently monitor resource usage and availability, allowing them to invoice clients with greater efficiency.
- Added value to existing products and services by creating helpful, jargon-free documentation for non-technical users, "how to" articles for other administrators and other research-based projects (e.g. disaster recovery plans and security audits).

**TechAngels, Inc.**, Chicago, IL  
*IT Consultant*

May 2004 - August 2005

- Designed, implemented and maintained information technology solutions for a large customer base of home and small business clients.
- Managed appointments, resources and contacts with *SalesForce* CRM.
- Wrote an original, weekly technology blog for the company website.