

Alan Hagerman

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SUMMARY

Strong performer for over 30 years in areas including management, cloud/on-premises operations, server-side development, web applications, data marts/warehouse/integrations/migrations, and mobile applications. A proven developer and certified Scrum Product Owner, recent projects include hardware modernizations, cloud projects for both voice applications and IOT, and coding projects in PHP, Node.JS, and SQL technologies.

SKILLS & EXPERTISE

Technology Leadership • Team Building • Business Analysis • Lean and Agile methodologies • Data warehousing and mining • Security including PCI and HIPAA • Needs Assessment • Server-side development • Customer Assessments • Project implementation • Content Management Systems • CRM's • Scripting and Batch processes

EXPERIENCE

KBH Business Management Systems | Virginia Beach, VA

Vice-President of Technology

2016 – 2018

A senior leadership team member, I was responsible for the technology platforms KBH products executed on as well as the technology deployed for business operations. Beyond technology, I was responsible for customer support, service, and billing, vendor relations, licensing, and contracting, and supporting the operations of the finance department.

- Managed technical, support, and offshore teams
- Managed private cloud, AWS public cloud, and on-premises environments
- Created centralize data warehouse which consolidated > 120 discrete databases for reporting
- Windows Domain and SQL Database Administration
- Android Mobile Application Java development and backlog management
- SQL Server Reporting Service based reports for KPI's, Scorecards, billing, and management
- Integration processes for integrating with 3rd party tools as well as QuickBooks
- Multiple WordPress installations with custom coding as well as other PHP server-side projects
- Source code management and deployment processes using TFS and Subversion
- Responsible for internal developed CRM for managing customers and prospects
- Managed customer onboarding including data mappings, conversions, and imports

H3 Informatix | Virginia Beach, VA

Founding Partner

2015 – 2016

Founding partner of an Azure cloud-based funding solution for businesses to extend credit to customers. Along with other partners, developed a strategic plan and business model and developed all front-end software for prototype.

- Performed integration and configuration of CRM software for use with product

- Managed all aspects of the Azure cloud including determining which features and technology to deploy
- Responsible for a "mobile first" strategy of product design using Twitter Bootstrap
- Defined front-end security
- Coded front-end dynamic web content in PHP and JavaScript
- Code management functions via GIT

Medical Data Express | Virginia Beach, VA

Technical Director Encounter Data Manager

2009 – 2016

Technical director for the leading Medicare and Medicaid Encounters software package. Worked closely with staff at each customer along with in-house staff to define and deliver on-time and successful implementations.

- Defined hardware and software requirements for each
- Identify sources of data which would generally be from one to five discrete database systems
- Define and customize an SSIS and scripting based ETL process to extract and properly format data for consumption by Encounter Data Manager
- Execute implementation plan to ensure client would successfully extract and submit encounter data
- Performed customer outreach for troubled customers to define a get-to-green plan and execute on it

AKA Systems | Virginia Beach, VA

Founder and President

1994 – 2015

Founded small technology consulting and development company focused on small and medium sized businesses.

- Assisted in selection, installation, and configuration of hardware and software
- Handled all internet presence including email, exchange, domains, SSL, etc
- Created custom websites based on ASP/.NET, PHP, and JavaScript
- Developed needs assessments and provided training to staff

Americaid Community Care | Virginia Beach, VA

Director Information Systems

1996 – 1999

Initial information systems director of Americaid Community Care (now Amerigroup Corporation). Responsible for the establishment of the initial datacenter as well as the national backbone for providing voice and data services to each new market as the company expanded.

- Developed initial IT policies including DR and BCP
- Custom reporting in Cobol and intranet pages
- Voice applications for supporting member services and provider credentialing

EDUCATION

Associate in Telecommunications Management
Tidewater Community College - Virginia Beach, VA

Associate in Computer Science
Pennsylvania College of Technology - Williamsport, PA