

Eric Tichenor

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IT Consultant & Creative Resource



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SUMMARY

A results-oriented software engineering consultant, with 35+ years in software and systems development, whose role stretches beyond that of a developer to that of a user advocate, designer, developer and team leader. Understands SDLC and Agile Methodologies when used in the development of multi-tiered client server, web and mobile based solutions and is driven to finding creative ways to make people and the systems they use more effective and efficient.

Well-versed in the Microsoft .NET Development Platform and its languages and productivity tools, SQL Server and Oracle, and familiarity with the Modern Web, HTML5, CCS3 and JavaScript as it relates to mobile application development.

Having managed both domestic and global resources for development in the Health Information Systems industry and specifically the Health Information Management [HIM] domain, I can bring these skill sets to any project large or small.

I am also well versed in the development of web and mobile applications and platforms.

HIGHLIGHTS

- Microsoft Visual Studio .NET (C#, VB.NET)
- ASP.NET, .NET Core
- HTML5, CCS3, JavaScript
- Ionic Mobile Framework
- XML/XSLT
- Microsoft Team Foundation and SourceSafe
- Oracle DBMS
- SQL Server DBMS
- Microsoft Windows Server
- Unix Systems
- Kofax Document Capture
- Leadtools Document Imaging
- FACSys/Solgenia Fax Systems
- SDLC
- Agile Methodologies & Scrum
- Document Imaging and Content Management
- API design
- Database Design
- Workflow Design
- Web Design
- Mobile Development
- Multi-tiered System Design
- Windows and Web Services
- Efficient data management
- Complex problem solving
- Excellent communicator
- Health Information Management
- Implementation and Documentation

EXPERIENCE

IT Consultant

E. R. Tichenor Company LLC | April 2014 – Present

Key Talents

As an IT Consultant I will get involved in a project at virtually any level from project/product conception to supporting and enhancing existing programs, systems and infrastructure. I have expertise in the Microsoft .NET development platform and I'm evolving my skills in the Modern Web; that is HTML5, CCS and JavaScript, to produce highly responsive web apps that will function on any PC or mobile device. I have significant time in SQL Server and Oracle DBMS. I enjoy programming in the .NET languages such as C# and I'm quite familiar with HL7, HTML, XML, XSLT, RTF, PDF, Crystal Reports and a sundry of other templates, formats and languages. I'll give a go at HTML5, CCS3 and JavaScript or virtually any other programming language as well.

Challenge me with workflows and systems that aren't quite providing what they promised and we'll get those users happy once again. And therein lies my motto, "Making Life Better One User at a Time". Or, let's go to the white-board and see what great things we can dream up, whip up and put up. This is a great age for information technology and there's virtually nothing we can't do.

Project Work

Altera Health (formerly Allscripts Corporation) – Data Migration | December 2019 – January 2023

I worked with Altera and the Government of South Australia's Health System to migrate data from their legacy medical records system (SRM) over to their go-forward solution (Opal/SDRM). This was a **three year** endeavor requiring the migration of data for 8 hospital entities. Responsibilities included design and construction of migration tools and scripts to effectively extract documents and index data and package the data for import into the new environment. I also managed and monitored the entire process from start to finish.

Huron Consulting Group – Data Migration | July 2021 – January 2023

I was a subcontractor for HCG. My responsibilities included the migration of documents and data from their legacy Allscripts EHR Pro ambulatory system over to Meditech and a secondary archival solution (HCG product). Responsibilities included design and construction of migration tools and scripts to effectively extract documents and clinical data and package the data for import into the new environment. I also managed and monitored the entire process from start to finish. The assignment included scanned document migration, clinical metadata and custom reports.

Independent Contractor – New Jersey Hospital

My most recent contract work involved enhancing and correcting data flows between the EHR (Clinical System) and the Legal Medical Record / Sunrise Record Manager [SRM] system in order to rectify legal compliance concerns. I worked with the HIM director and analyst to enhance the HIM reporting subsystem. I also helped a local hospital upgrade their systems and implement document imaging and related workflows in Sunrise Record Manager as well as mentoring hospital resources on the use and monitoring of the system; a 12 month project.

Development Manager and Lead Architect

Allscripts Healthcare Solutions | April 2009 – April 2014

Managed on-going development and maintenance releases of the legacy medical records system called Sunrise Record Manager [SRM] as well as performed in the lead architect role for a state-of-the-art replacement product. Provided databases and system architectures to allow for portability between legacy and new and anticipated a plan for migration strategies, while moving toward a current, expandable and sustainable multi-tenant environment. Worked closely with product designers to provide a web service based and tiered infrastructure which would also utilize Allscripts' growing Common Services Platform. Provided architecture design documents for review by security and compliance officers as well as to satisfy the SDLC documentation requirements and milestone objectives.

Senior Staff Software Engineer & Development Lead

Allscripts Healthcare Solutions | March 2005 – April 2009

Development lead for a 6 person U.S. and 8 person India based team. Responsible for establishing and hiring a team of global resources to complement their U.S. counterparts. Contributed to existing coding projects while assuming the additional responsibilities of Dev Lead for the SRM product. These included mentoring of the development and QA resources, scrum master, workload management, case triage, customer commitments and tech support liaison. Acted as product architect, in the design and technical documentation of all new requirements.

I personally designed and coded and/or managed coding of several data and user integration points between the SRM Legal Medical Record system and the Sunrise Clinical Manager [SCM] acute system. Continued emphasis in document capture and workflows as well as product integration with various Clinical systems. I was also generally responsible for the ongoing development and sustained engineering of all Health Information Management components including Chart Completion, Abstracting, Chart Tracking, Document Management and Document Capture.

I was heavily involved in the strategy and development of SRM's compliment to the new ICD-10-CM and PCS coding schemas. We would ensure that the software would adapt gracefully from ICD-9 to ICD-10 full adoption while allowing for dual-coding prior to the activation date in October 2015. Configurations would have to allow for full-on or a slow-paced migration and training strategy.

Software Engineer – Document Imaging

Eclipsys Corporation | March 1999 – March 2005

(Allscripts acquired Eclipsys Corporation)

Lead programmer for document capture sub-systems. Personally responsible for replacing legacy scanning infrastructures of our Medical Records system [SRM] with new cutting edge technologies, specifically Kofax Imaging Products' Kofax Capture Toolkit. Designed and coded all user and machine processes all of which are still in use today. Other responsibilities include the design and coding of new Fax In and Print Capture components as well as Clinical System integration components. All new code was done in .NET 2003-2005 with emphasis in C#.

Lead Systems Integrator

Eclipsys Corporation | January 1993 – March 1999

Lead programmer and integrator for a document imaging systems team. Participated in all phases of imaging systems implementation and integration. Duties include project management, application development, racking and staging, installation and implementation, training, and pre and post-sales support. Also responsible for customer needs analysis, workflow design and productivity enhancement strategies with emphasis in Patient Accounting. Experienced with Imnet Imaging Systems (now HBOC), Optika Imaging Systems and Keyfile Imaging Systems. Key resource for bringing our company into Windows and Client Server architectures.

EDUCATION

Kean University | Union, New Jersey

B.S. Computer Science/Information Systems

Certifications

CDIA Certification (Certified Document Imaging Architect)

Kofax Capture – Operating System of Capture (Version 6 - 10)

Other Training

Microsoft .NET MVC and HTML5, CCS3 and JavaScript

Agile Methodologies