OPERATIONS · AUTOMATION · LEGAL SUPPORT

Donnie Harding

Data operations for legal process serving — and the tools that make it hold up.

Iowa City, IA dhseadev.online/contact dhseadev.online linkedin.com/in/dhardingsea workgrades.com — 7 verified references

Target roles — operations analyst · internal tooling & automation · legal-tech operations

> Sixteen years of operations and support work, the last five inside legal process serving. I handle the data that becomes court filings, and I build the internal tools that keep that data clean — reporting apps, filing automation, browser extensions. *I learned all of it by shipping it.*

EXPERIENCE

Data Entry Operator

Jan 2021 – Present

HSPS Legal Process Serving · Coralville, IA

- Started as a temp placement through Team Staffing; returned as direct staff after a COVID interruption to the firm's workflow.
- Process serve data for Iowa, Wisconsin, and Missouri matters — intake, verification, and report generation feeding client-facing filings and affidavits.
- Audit incoming client data before it reaches a filing, and push back on bad inputs rather than passing them downstream.
- Became the informal go-between for the office's software and the people using it: case-management workflows, spreadsheet exports, and the error messages nobody else wanted to read.
- **Built the firm's internal tooling on my own initiative** — an analytics desktop app, an Iowa e-filing automation with a hard draft-only stop, and a browser assistant now on its thirty-fourth release.

Office Manager / Practice Administrator (part-time)

Nov 2021 – Present

Dozier Therapy Associates · Cedar Rapids, IA

- Run the administrative side of a solo clinical practice: scheduling, client communication, and the backlog that accumulates when a provider is also the office.
- Insurance verification and payer communication, billing and invoicing, and monthly reporting.
- Handle the practice's bookkeeping so clinical hours stay clinical.

Receptionist (temporary)

2021

Meadowlark Psychiatric Services · North Liberty, IA

- Front desk for a psychiatric practice — intake, scheduling, phone triage, and correspondence for multiple clinicians.
- De-escalation and continuity for distressed clients, including standing follow-up arrangements for patients who struggled to keep appointments.

Sr. Customer Service Specialist, B2B & Retention

Apr 2015 – Jun 2020

U.S. Cellular · Marion, IA

- Handled complex business accounts: retention, billing resolution, and technical troubleshooting for IoT devices and handsets.
- Supported Workforce Operations with sentiment and cancellation reporting, and helped push large-scale account updates for priority customers.
- Organized an in-house session with an external development manager on IoT products; it was adopted as a standing departmental training resource.
- Specialty Queue Master and peer mentor. Top 10% quality and efficiency two consecutive years.
- Sat on the Accessory Task Force and Director Advisory Council; helped start the Iowa Pride ARG with the center director.

Administrative & Technical Manager

Feb 2012 – Jan 2015

MPA Computers · Bloomfield, IA

- Ran the Zendesk queue end to end — intake, customer updates, resolution tracking.
- Scheduled in-home technician appointments, handled international application support, managed daily deposits and inventory, and took direct requests from the CEO and COO.
- Trained staff and customers on Windows, macOS, QuickBooks, Microsoft Office, Square, Joomla, and WordPress.

Web Development & Marketing Associate

2010 – 2012

Frog Legs Inc. · Ottumwa, IA

- Maintained the company site and ran early SEO work; picked up the office's informal hardware and software support along the way.

BUILT & SHIPPED — DHSEADEV

Self-taught, no certificate behind any of it. What I can offer instead is that the work is public and running: thirteen extensions live on the Chrome Web Store, a Microsoft Store submission, and the internal tools below in daily use.

DHSeaDev

My own studio, start to finish — site, brand, extensions, and an eighteen-post devlog documenting what broke and why. Every line of it mine, on my own time, under my own name.

WordPress · REST API · JSON-LD · MV3

ServeBoard

Local-first analytics desktop app for field-dispatch records — ingest, dedup, server scorecards, PDF report cards with charts. Shipped v0.9.6 with a 35-test suite green.

Python · pandas · SQLite · CustomTkinter

Iowa E-Filing Automation

Desktop RPA that assembles court filings up to the draft stage and stops there — it never submits and never pays. Passphrase gate, per-user attribution, multi-attorney login.

PySide6 · Playwright · PyInstaller

Marshall — Case Assistant

Chrome extension surfacing live job context in the browser: job cards, attempt arithmetic, batch notes, activity export, and an LLM assistant scoped to the record at hand. v2.34.

Chrome MV3 · JSON:API · Groq

EDMS Training Environment

Single-file browser mock of the Iowa e-filing wizard so staff can practice a full filing — including the failure paths — without touching the live court system.

HTML · localStorage · audit log + CSV export

Chrome Web Store catalog

Thirteen published extensions spanning productivity tools and small games, each with its own listing, assets, and update history.

MV3 · service workers · store submission

TOOLS

Languages — Python, JavaScript, HTML/CSS

Data & reporting — Excel (advanced), pandas, SQLite, PDF generation, spreadsheet ingest and validation

Automation — Playwright RPA, Chrome extensions (MV3), REST/JSON:API integration

Platforms — Case-management SaaS, Zendesk, QuickBooks, WordPress, Microsoft 365, Google Workspace

Practice — technical training for non-technical staff, process documentation and SOPs, data-integrity review

VERIFIED REFERENCES

Seven references on file through WorkGrades, independently verified, averaging 4.8 *of* 5 — from former managers, colleagues, and practice owners across legal support, telecommunications, and clinical administration.

EDUCATION

Diploma, Micro Computer Specialist

2010 – 2012

Indian Hills Community College · Ottumwa, IA

- Web development (HTML/CSS/CMS), principles of accounting, Adobe suite, Microsoft Office. Awarded an internship on GPA and professionalism.