

Tomika Carr
404-783-4903
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EDUCATION

Bachelors of Science
Major: Computer Science
DeVry University - Alpharetta, GA

- Computer Information Systems graduate who is highly motivated technical professional and innovative self-starter with proven problem solving skills. With 6 years of extensive experience in technical and application support, process improvement, and database management.
- Provided technical, integration and systems support for distributed development, test, and production environments housing multiple UNIX based applications on Enterprise class servers
- Responsible for ongoing technical communications with support and development teams to complete complex application integration and resolve integration issues.
- Provide 24-hour support for this global system architecture including network environments of over 500 business development, test, and production intranet websites and applications.
- Responsible for adhering to project schedules and complying with business standards
- Demonstrate expertise in database tuning and maintenance of production and development databases on various RDBMS platforms including Oracle, MySQL and Informix
- Designed and developed database packages, procedures, functions and triggers on Oracle 9i/10g databases.
- Made enhancements and applied defect fixes on the web server functionalities: Distribution, Picking, Inventory Control and Invoice. These changes were developed using Oracle forms, Unix scripting, PL/SQL and TOAD.
- Codes and test software that meets the design specifications
- Drive reviews with Product Managers or execute test plan with the product manager to verify that acceptance criteria is met and/or verify that existing functionality of modified module works.
- Support System Releases (fixing bugs) of production issue found during implementation
- Created Issue Resolution documents and Unit Test Plans for minor enhancements
- Demonstrate expert knowledge of UNIX operating and source code control systems fundamentals. Proficient in shell, bash scripting on Solaris 8, Red Hat, and Web logic platforms. Administered, installed, configuring, and tested operating systems in a NOC environment.

TECHNICAL SUMMARY

Languages: C, C++, Pearl, VB.NET, Java

Databases: Oracle 8i 9i & 10g, Access, Informix, SQL Server 2005, MySQL, System Data Modeling (OOAD/SDLC), Data Integration and Development (Created stored procedures and functions using PL/SQL - including triggers and cursors to retrieve information from the database)

Applications: Microsoft Office Business Professional XP including Visio, MS Project, Microsoft Visual Studio 2008, Exchange Server, Netscape Navigator, Internet Explorer, UML, Microsoft SQL Query Analyzer/Enterprise Manager, Rational Rose, TOAD, ClearQuest, Web Logic

Design Applications and Languages used but not limited to:

HTML, Actionscript 3.0, Java Script, CSS, DHTML, XHTML, XML, PHP, ASP.NET, Flash 8, Adobe Photoshop CS3, Zend, Adobe Flex Builder, Web Link Validator, Adobe Dreamweaver 8, Adobe InDesign, Adobe Illustrator

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EXPERIENCE

Freelance (June 2000 to present)
Web Developer

- Work with corporate, non-profit and small business clients in creating and providing maintenance of various web sites and applications to enhance the web presences.
- Worked as System Administrator in setting up server hardware and web systems software for customer to host system onsite
- Performed the full spectrum of Application and Web Development tasks supporting in house off the shelf products as well as custom built applications.
- Included rapid prototyping, design and layout, graphics creation and Search Engine Optimization, server-side programming (primarily PHP and CGI), MySQL, XML databases, AJAX interactivity, JavaScript, Zend, Adobe Flex Builder, Flash 8, standards-compliant XHTML and CSS, QA testing, training, hosting, security, traffic generation and ongoing updates.

UPS Supply Chain Solutions (April, 2008 to March, 2009)
Application Support – Contract

- Work directly with Help Desk support team performed data manipulation using PL/SQL, and Shell Scripting in a web based application environment on UNIX and Window platforms
- Designed and developed database packages, procedures, functions and triggers on Oracle 9i/10g databases.
- Made enhancements and applied defect fixes on the web server functionalities: Distribution, Picking, Inventory Control and Invoice. These changes were developed using Oracle forms, Unix scripting, PL/SQL and TOAD.
- Perform AdHoc functionalities, which included creating views and correcting bugs through a PeopleSoft, and Team Track ticketing system.
- Oversee nightly cron jobs to ensure all data loads and extracts were sent and received.
- Monitor and Managed Reporting and Data Warehouse application issues to handle load balances in a timely manner, on UNIX based servers to ensure mission critical servers are operating efficiently.
- Update customer data through batch process using Pearl, UNIX shell scripting and PL/SQL.
- Creates summaries designs to address, fix/enhancement code change to support acceptance criteria.
- Responsible for adhering to project schedules and complying with business standards
- Demonstrate expertise in database tuning and maintenance of production and development databases on various RDBMS platforms including Oracle, MySQL and Informix

Autovin - Atlanta, GA (October, 2007 to March, 2008)
PL/SQL Developer Contract

- Developed new features with analysis, documentation, coding and testing in Oracle PL/SQL
- Assisted with planning and configuring of all back-end storage configurations for new 10g RAC environments on EMC CX3 and SAN disk arrays
- Reverse-engineered all production and non-production databases using TOAD Data Modeler to allow development team to have better understanding of layout.
- Assessed and fixed bugs
- Built ad-hoc reports
- Oversaw nightly batch processes.
- Maintained Data Base Performance and Optimization

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Philips Medical Systems (June, 2003 to October, 2007)
Product Support Engineer III – Permanent

- Provided technical, integration and systems support for distributed development, test, and production environments housing multiple UNIX based applications on Enterprise class servers
- Responsible for ongoing technical communications with support and development teams to complete complex application integration and resolve integration issues.
- Provide 24-hour support for this global system architecture including network environments of over 500 business development, test, and production intranet websites and applications.
- Phone support to customers in a fast-paced environment across multiple platforms.
- Provided application support to field engineers on company products
- Support databases built on Oracle, Access, Informix, SQL Server 2005, MySQL for System Data Modeling (OOAD/SDLC),
- Data Integration and Development (Creating stored procedures and functions using PL/SQL - including triggers and cursors to retrieve information from the database)
- Managed patient data migration from XML to DCM (DICOM format) across hospital network to PAC Servers
- Installed first of a kind server, and application software and ensure that older equipment was up to date with the latest revisions.
- Escalated and researched customer issues using ticketing system support on Clarify and SAP.
- Assessed complex problems, collected data, established facts, helped Technical Support V to define an action plan, and drove the plan to resolution.
- Work in various platforms such as Window 2003, Solaris 8, 9, Linux, AIX, HP networks.
- Troubleshoot programs written in various languages, JAVA, C#, C++, Shell Scripting, Bash, Perl and KORN.
- Review status reports prepared by team and modify schedules or plans as required.
- Prepare project reports for management, client, or others.

Attended DeVry University fulltime (June 2002-2005)