

Assisting clients Assisting clients Assisting clients - Ceridian Atlanta, GA Strongly focused and knowledgeable Entry Level Database Administrator, that's OCP certified in 10g and 11g with a wide breadth of software installation and maintenance knowledge. Expert communicator of complex technological concepts to professional and non-professional audiences. Proficient in an assortment of technologies. DBA skills include: Oracle 10g & 11g Database Administration Performance Tuning & Capacity Monitoring Data Security, Backup & Recovery SQL Tuning in an Oracle environment

Work Experience Assisting clients Ceridian - Dunwoody, GA 2012 to Present Dunwoody GA 2012-Present Application Support Level 2 Resolves technical issues reported by users within HR/Payroll Web applications by probing, troubleshooting, and developing or applying the appropriate resolution. Documents processes used to diagnose and resolve customer issues into appropriate service tools. Review data collected and address script errors when applicable. Imported and Exported data from different sources using built in software tools. Assisting clients with import/export data conversion. Writing and executing SQL queries to analyze and extract data from client HR/Payroll databases. Assisted external department technicians conducting research by gathering data. UAT Testing IT Security Technical Analyst Apex Systems - Alpharetta, GA 2011 to 2012 Electronically maintains & supports an accurate audit trail of all information security requests. Support Verizon Wireless employees throughout the country while ensuring their technical concerns are handled in a professional manner. Performs problem resolution on trouble tickets in Remedy with assistance from other team members and management. Grant internal and external users VPN access to Verizon networks. Junior Database Analyst (Intern) United Opportunities - Atlanta, GA 2011 to 2011 Monitor different log files. Assisted with backing up and restoring database. Creating primary objects (tables, views, indexes). Assisted in upgrading databases and applying patches. Assisted with tuning databases. EDI Specialist NDC Health - Alpharetta, GA 2007 to 2009 Answered technical questions regarding software products and their requirements within related industries. Investigated issues reported by customers and dealers in a timely and efficient manner. Identified and resolved customer network configuration issues.

Education Bachelor's in Computer Information Systems DeVry Institute of Technology - Atlanta, GA

Present Associate of Applied Science in Electronics DeVry Institute of Technology - Atlanta, GA  
June 1995 Skills DATABASES (7 years), SQL (6 years), EDI (3 years), REMEDY (1 year),  
WIRELESS (1 year) Additional Information Operating Systems: Windows 7/8/10, Windows Server  
2003/2008/2012, Red Hat Linux, Solaris, Ubuntu, Fedora, Mac OS Mobile OS: Windows Mobile,  
IOS, Android, Palm, Ubuntu Touch Databases: Oracle 10g, Oracle 11g, MS SQL Server 2005, MS  
SQL Server 2008, MS SQL Server 2012 Languages: SQL, T-SQL, C++ Hardware: PC's,  
Laptops, Smart phones, Tablets, Printers, Hubs, Wireless Access Points, Cisco Routers, and Cisco  
Switches Software: FrontPage, Remedy, Mac OS, VMware Desktop, VMware Sphere, Microsoft  
Office Software, Sony Vegas, Flash XP, Dreamweaver (HTML), VOIP, Active Directory, Citrix,  
Excel, SharePoint, SQL, Transact SQL, EDI ANSI Formatting, SQL Server Management Studio 9.0,  
Access, Oracle Enterprise Manager, TOAD, Visual Basic Studio

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