MACY JORDAN

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I am a Senior Management Information Systems (MIS) student studying at the University of Oklahoma. I have ~2 years of experience working in a fast-paced, high-intensity database management organization supporting over 800 software development and software quality personnel. I am able to manage and deliver on technical projects with strong collaboration and organizational skills. I am actively pursuing a role where I can continue to apply my technical project management and organizational strengths.

SKILLS

- MySQL Workbench
- MS PowerShell
- Atlassian Confluence
- Jira Software & Jira Service Desk
- Microsoft Office Suite

- Linux
- Grafana
- Opsgenie
- RDCMan
- BMC Control-M

- Project Management
- Collaborative
- Hard Working
- Creative
- Detail Oriented

EDUCATION

SENIOR, ANTICIPATED GRADUATION IN DECEMBER 2024

BBA MANAGEMENT INFORMATION SYSTEMS, UNIVERSITY OF OKLAHOMA

During my time at the University of Oklahoma, learned concepts about database design, C# programming, project management, the software development lifecycle, and other technical concepts. My relevant coursework has included Statistics, Business Calculus, Business Management, Databases, Managerial Accounting, Public Speaking, Business Data Analysis, MIS Field Project, Introduction to Programming, and Introduction to MIS.

MAY 2018

HIGH SCHOOL DIPLOMA, NORMAN NORTH HIGH SCHOOL

EXPERIENCE

MAY 2022 TO MARCH 2024

DATABASE ADMINISTRATOR, PAYCOM, OKLAHOMA CITY, OK

Served as a DBA supporting database performance and weekend database rebuilds. Key contributions included the following:

- **Slow query optimization:** Worked within the database performance team to evaluate and optimize non-performant queries. Conducted and led weekly meetings to identify, review and discuss query optimization. Had bi-weekly meetings with a Percona representative to continue learning the best ways to utilize MySQL.
- **Deployments and code releases to production environments:** Supported and conducted weekly deployments to production environments, which included preparation of .bat files to automate and execute multiple scripts across the database infrastructure.
- **Incident management in test and production environments:** Supported incident management in test and production environments to resolve critical incidents and restore normal service operation as quickly as possible.
- **Access Management:** Fulfilled service requests by granting user access to various databases while abiding by the standards set for each group within the organization.
- **Internship Program Team Leader:** Led a team of 6 peers in preparing for the summer interns, by creating schedules, projects, and presentations designed to challenge the interns and guarantee their future success.
- **Confluence Cleanup Committee:** Pitched the idea to leadership, gathered a team of committed peers, and planned an on-going project designated to keeping our documentation up-to-date, accurate, and concise through institutionalized processes.
- **Database Weekend Rebuilds:** Oversaw the database rebuilds of over 200 database in the testing environment including diagnosing and debugging any failed processes to ensure all databases are healthy at the conclusion of the weekend.

PAYCOM AWARDS AND RECOGNITION
- **Above and Beyond:** Given to an employee who exemplifies what it means to go avove and beyond the call of duty in a memorable manner.
- **Centurion Leadership:** Given to an employee who demonstrates excellent leadership skills that deserve to be recognized and celebrated.
- **Communication:** Given to an employee who consistently solves problems and pushes projects forward through great communication efforts that keep everyone on the same page.
- **Defender:** Given to an employee who actively works to minimize disruptions and keep teams focused.
- **Helping Hand:** Given to an employee who goes outside he call of duty or their comfort level to help others, especially those outside their scope.
- **Pathfinder:** Given to an employee who takes a complicated project and facilitates an effective plan to get it done.
- **Positivity:** Given to an employee who demonstrates a positive attitude even when face with change and adversity - the can-do attitude that helps projects succeed.
- **The Detective:** Given to an employee that followed through to find a solution and never gave up.
- **The Professor:** Given to an employee who invests in knowledge, sharing and teaching others.
- **JSOC:** Given to the teams selected by management to win the quarterly IT JSOC award.

DECEMBER 2018 TO MAY 2022
MANAGER, MICHELANGELO'S COFFEE

Served as Manager for Michelangelo's Coffee in Norman, OK. Key duties included:
- Employee Schedule Management
- New Hire Training
- Inventory Management
- Point of Sale System Management
- Customer Service and Escalation Management

COMMUNITY INVOLVEMENT
- **Toby Keith Foundation:** Student Board Member
- **Big Event:** University of Oklahoma Volunteer
- **Soonerthon:** Volunteer, 5K participant, Fundraising contributor
- **Alpha Phi Sorority:** Director of Programming and Watchcare, Scandals Director, University Sing Director, Spirit Committee Member, New Member Team Den Mom, Recruitment Key Speaker, Soonerthon Fundraising Committee member.