

Tamika L. Isham

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Summary

IT professional, skilled in designing, coding, quality testing and implementing business application. Extensive background in researching, analyzing and devising solutions for business and technical requirements. Demonstrated ability to adapt to cultural and business protocols. Detail oriented and results driven with the ability to implement standards, procedures and processes that improve business functionality. A tenacious trouble-shooter, problem-solver and team player with excellent verbal and written communication skills, strong interpersonal skills that successfully delivers projects within timeline and budget.

Plymouth Engineered Shapes (Hopkinsville, KY)

February 2017 – Present

Application\Database Analyst

- Develop, implement and maintain structural and design of various Systems, Applications and Databases using SQL and .Net.
- Responsible for maintenance, monitoring, security and availability of the SQL Server production databases.
- Resolve helpdesk tickets for application and database defects, access requests and software installation.
- Consult with management to analyze system and data needs to determine scope of projects, priorities and software acquisitions.
- Recommend and develop plans for system development, software purchases, budget and staffing.
- Support a proprietary ERP system for the manufacturing process.
- Participate in Lean Kaizen continuous improvement efforts.

The Hartford (Charlotte, NC)

December 2016 – February 2017

COBOL Mainframe Developer

- Coordinated complex client area requirements and processes, prepared application system specifications, developed, tested and implemented efficient, cost effective application solutions.
- Researched and evaluated solutions and recommended the most efficient and cost effective solution for the systems/program design and develops system specifications and procedures.
- Worked within an integrated team of onshore/offshore partners and employees.
- Reviewed and provided feedback during peer reviews of technical, code and business specification.

Lowe's Corporate Office (Mooresville, NC)

September 2014 – October 2016

Infrastructure Engineer – IT Database Administrator

- Supported 1800+ Lowe's store DB2 database servers along with 18 Lowe's Regional Distribution Centers Sybase database servers in the U.S., Canada and Mexico.
- Install and configure IBM DB2 UDB and Sybase servers and created instances, databases, tablespaces and bufferpools on Development, Quality and Production environments.
- Monitored and resolved daily space, thresholds and process failure alerts, completed database service request from users which consisted of: database backups, restores, and grants/permissions.
- Interrogated db2diag.log and used the db2pd tool to troubleshoot and identify problems.
- Coded a shell script to notify the DBA team when a database went more than 48 hours without a backup.
- Used BMC Remedy to track change requests, incidents and fulfill customer database requests.
- Lead less experienced peers to research, define, and correct database performance issues.
- Supported standardization and leveraged database best practices and security policies.
- Participated in an annual Disaster Recover Exercise.
- Participated in 24/7 on-call rotation with experience working remotely with my peers and management.
- Data modeling via the CA Erwin Data Modeling tool to support stores and distribution center models.

Computer Science Corporation (Blythewood, SC)

May 2014 – September 2014

Programmer Analyst

- Coded, tested, debugged, implemented, and documented programs on a document production team.
- Monitored the quality of company products and assets to assist in their enhancements to meet the needs of the client and/or end-user.
- Designed programs for projects and writes specifications for programs of moderate to high complexity.
- Assisted in resolving production support problems. Develops alternative approaches to resolving problems.
- Wrote test plans to verify logic of new or modified programs. Identifies issues as appropriate.

SC National Guard-USPFO (Columbia, SC)

October 2013 – May 2014

Computer Programmer

- Worked as a member of a team performing application development which includes programming in Structured Query Language (SQL) and report development in Crystal Report.
- Collaborated with database manager and system administrator to test, validate, implement, and deploy applications.

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- Worked closely with customers to determine required functional requirements and to translate functional requirements into design specifications.
- Reviewed and analyzed the business practices of the organization to determine practices that could be significantly enhanced by the modification of existing or the development of new automated processes.
- Ensured strict confidentiality of service member's information.

Blue Cross Blue Shield - Commercial Financial Systems (Columbia, SC)

January 2006 – October 2013

Programmer Analyst

- Analyzed, designed, built, and tested Cobol Mainframe Applications comprising of a collection of objects that can either be developed or reused from the code reuse library.
- Worked closely with management, clients, analysts, and team members to communicate enterprise processes.
- Served as a resource for applications I developed or maintained on a continuous basis.
- Prepared design documents and detailed estimates for each work request.
- Completed several high profile projects from design to implementation successfully within budget and timeline and acted as key POC.
- Created CICS screens for the Auditing process improvement.
- Performed ad-hoc reporting, defect resolution and system support.
- Conducted informal and formal code walkthroughs.

U.S Army Reserve (Orangeburg, SC)

January 2000 - November 2008

Petroleum Supply Specialist

- Responsible for receiving and distribution of fuel.
- Responsible for maintaining inventory of fuel and accountability for auditing.
- Responsible for maintaining security of inventory.
- Followed Army values, standards and procedures in every aspect of my responsibilities.

EDUCATION

Claflin University (Orangeburg, SC)

July 2004

Bachelor of Science, Computer Science

GPA: 3.4 (Magna Cum Laude)

CERTIFICATIONS

Professional Scrum Master (PMP I)

March 2019

RELEVANT TRAINING

New Horizon (Nashville, TN)

September – October 2018

Developing SQL Server Databases (20762)

Project Management Professional (PMP)

Writing Reports with Report Builder and SSRS

Learning Tree (Virtual)

August – December 2018

Intro. To Programming using .Net

Transact-SQL Querying (20761)

Avnet Academy (Virtual)

September 2016

Korn and Bash Shell Scripting

Avnet Academy (Virtual)

December 2014

DB2 10 for LUW: Basic Administration

CORE COMPETENCIES

Languages, Databases and Software: SQL, VB.Net, SSRS, IBM JCL, COBOL (APS), Easytrieve, DB2 Z/OS, DB2 LUW, QMF, Microsoft Office Professional Plus 2013, SharePoint, CommVault, BMC Portal, SAP Sybase, MySQL, CICS, SAP Crystal Reports, Scrum, Agile

Systems: IBM Mainframe, UNIX, AIX, Linux, Visual Studio 2017, Microsoft SQL Server 2017,