

**Tamela Miller Gilkes**

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202.640.1276

# Core Competencies:

* Human Resource Management
* Logistics

# Work Experience:

**Paradyme Management, Inc. October 2011 - Present**

**PeopleSoft Senior Consultant**

*Contractor for the Administrative Office of the United States Courts – HRMIS User Support Branch (HUSB)*

**Key Work Experience:**

* Provide HR support of the Judiciary’s Human Resources Management Information System (HRMIS-PeopleSoft), the official personnel and payroll system for over 34,000 Judiciary users within the Administrative Office and Courts, including Judges.
* Perform research and resolution requiring advanced diagnostic and troubleshooting for both systemic and HR processing-related issues.
* Perform Peer testing review and incident analysis for proposed resolution of data or system issues.
* Assist with implementation of new human resources technology initiatives.
* Assist with maintaining and monitoring automated personnel records systems and human resource records involving HR, Payroll, and Time and Labor-related transactions.
* Assist in researching and interpreting human resources policies and procedures as they relate to current system processes.
* Perform business analysis, system functional and user acceptance testing.
* Perform daily and weekly audits to review and resolve data discrepancies, as needed.
* Development of knowledgebase spreadsheets to document business processes and system functions for testing purposes.
* Create training user guides and standard operating procedures for training and documentation purposes and to ensure positive knowledge transfer for system users.
* Generate reports and queries to retrieve data for reporting and analytical purposes.

**DC Government – Office of the Chief Technology Officer October 2004 – October 2011**

**PeopleSoft Application Support Specialist – Security Administrator**

**Key Work Experience:**

* Worked in a Tier 3 capacity to perform functional support as well as coordinate with other internal support teams to resolve complex and/or intricate system issues or problems.
* Served as a Functional Analyst and subject matter expert for PeopleSoft HRMS.
* Served as a junior level Security Administrator responsible for daily security maintenance and operations for PeopleSoft HRMS.
* Participated in system planning and strategy activities to ensure that business objectives are being addressed and implemented.
* Performed business analysis, requirements gathering, and system functional, parallel and user acceptance testing.
* Identified significant factors regarding system issues in order to gather pertinent data for the recognition of solutions.
* Assisted in writing, editing, and proofreading standard operating procedures, job aids, reference guides and other user instructional training documentation.
* Created and maintain security profiles and user accounts for system access.
* Assisted the Development, Technical Infrastructure and/or Functional Support teams with new project releases as well as problem resolution regarding application and database issues.
* Generated and performed daily profile and system audits to maintain data and environmental integrity.
* Created security set-up for query, data/row permissions, and page level access for user system accessibility.

**Beale Inc. LLC, Washington, DC December 2003 – October 2004**

**Project Coordinator**

*Contractor for the Office of the Chief Technology Officer*

**Key Work Experience:**

* Scheduled training sessions, briefings and meetings for the HR and Budget Project Managers and ASMP team members.
* Assisted with logistic requirements and equipment needs for new and current team members.
* Maintained Project Managers’ calendars and facilities schedules.
* Communicated to District agencies and implementation teams via written or verbal format on updates/changes to scheduled functions.
* Maintained project plan for the implementation of a new training system TRS – Training Registration System.
* Worked with Budget and HR teams to gather system requirements for the Training Registration System.
* Assisted with the development of training manuals and trained end users on the Training Registration System.
* Performed the duties of TRS Administrator for data and system maintenance.
* Performed duties as Scorecard Administrator for the Hyperion Planning Budget System by maintaining system access, updating dashboards, and creating formulas for agency performance measurements.
* Performed and completed miscellaneous projects, as assigned.

**HMS/Value Options, Inc., Falls Church, VA February 2002 – October 2003**

**Peer Advisor Coordinator**

**Key Work Experience:**

* Scheduled mental health telephonic insurance reviews for medical necessity in compliance with established contract policies and procedures for pre-certifications, appeals, retrospectives and prospectives, charts and reconsiderations.
* Scheduled clinical reviews for multiple contractors and service center locations according to physician profession (i.e.: Addictions, Geriatrics, Neurophysiology, Child/Adolescent Psychology, General Psychology and Psychiatry)
* Created and verified case files for inpatient, outpatient, partial, residential levels using the HUMS, MHS, Carelink, and Carefirst computer systems.
* Assisted physicians, case managers and clinical staff with referrals for new and existing patients**.**

**Comcast Cablevision, Washington, DC June 2001 – February 2002**

**Customer Account Executive**

**Key Work Experience:**

* Handled medium to large volume of incoming calls covering a variety of issues such as billing inquiries, products and features and general service information.
* Disseminated information regarding changes in policies and procedures that will affect customer's current service or billing.
* Performed strict follow-up techniques to assure internal and external customer satisfaction.
* Assisted customers in the resolution of equipment problems via troubleshooting techniques and educational procedures.

**General Electric Company, Lighting Division, Richmond, VA April 1997 – June 2001**

**Account Specialist**

**Key Work Experience:**

* Primary contact for logistics and managerial functions for the ACE® Hardware account which consists in excess of 5500 members representing approximately $50 million in GE Lighting sales.
* Communicated pricing, product availability, promotions and distribution for customers and sale representatives.
* Managed, researched and resolved financial issues for claims and disputes and direct inquiries pertaining to order status, shipment, tracking and invoicing.
* Established and managed vendor and agency relations.

# Education:

# Bachelor of Science, Organizational Management

### Nyack College, Washington, DC, 2008

# Skills:

**Languages/GUI**  SQL

**Industrial Databases** TOAD SQL Oracle, Oracle SQL Developer

**Bug Reporting Tools** Rational/IBM ClearQuest, Remedy ARS

**Platforms** Windows 98/2000/XP

**ERP** PeopleSoft HRMS 8.8, 9.0, 9.1 (USF), People Tools 8.52, PeopleSoft Security Administration

**Version Control Tools** PVCS, RequisitePro, TestManager

**Others** MS-Office, MS Share Point, IBM Lotus QuickR