

# James Hamm

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## **OBJECTIVE**

Mid-level management or Senior Engineering position in Information Technology using strengths in creative problem solving, innovation and leadership. Goal is to improve business processes and efficiency through innovation. Ideal position would provide opportunity to work day to day with cutting edge technology and provide a solid career growth path.

## **SUMMARY OF QUALIFICATIONS**

Seasoned Information Technology professional, including time in management. Specific areas of accomplishment include:

- Release Management
- Systems Administration (Linux, Windows,VMware)
- Version Control Software (SVN, CVS, TFS)
- Scripting (Bash, Python)
- Systems Monitoring
- System Engineering
- Oracle Database Administration
- SDLC
- ITIL
- Application and Deployment Support
- Performance Management
- Team Development and Management

## **WORK EXPERIENCE**

<b>IQVIA, Inc</b>	<b>Durham, NC</b>	<b>2017-2023</b>
<b>Associate Director, Senior Release Manager, R&amp;D Release Services</b>		<b>5 Years</b>

- Developed detailed Implementation Plans for product releases to coordinate the activities of multiple support teams during deployment.
- Responsible for implementing and managing release processes for code through development, test and production environments for multiple applications.
- Managed deployment teams that were composed of members from multiple support teams during application deployment into controlled environments.
- Advised project teams on proper process to maintain the validated state of the controlled environments through adherence to the SDLC.
- Reviewed documents produced as part of release cycle (ie. Installation Qualification, Test Execution Summary, Release Validation Report, etc.).
- Acted as a member of the Change Advisory Board for approving changes to all controlled environments.

- Key member of the team that updated and streamlined work instructions and processes around Release Management.
- Investigated methods and tools that could be used as part of Release Management that would provide more efficiency through automated deployments and more governance of the release process.
- Developed and maintained an Implementation Plan template that was utilized by the entire Release Services team.
- Mentored junior members of the Release Services team on Release Management.
- Developed a Release Readiness Dashboard to facilitate the Go/No-Go meeting.

**Lexmark, Inc**

**Morrisville, NC**

**2010-2017**

**Senior Systems Engineer, Oracle Solutions Lab**

**6 Years**

- Developed build plans for multiple products using Continuous Integration Tools (Jenkins and Atlassian Bamboo) and managed build systems for the department.
- Built and maintained version control system using Subversion.
- Built and managed multiple VMware ESXi hosts in the US and Europe.
- Installed and administered all development, QA and demo environments (100+ instances) that included Oracle Enterprise Database, Oracle E-Business Suite, Oracle WebLogic and Oracle SOA Suite.
- Designed and developed a virtual appliance offering that reduced install time from 5 days to ½ day, improving Professional Services productivity.
- Analyzed and optimized SQL queries within the product.
- Provided infrastructure analysis for customers to properly design the environment based on expected load and growth.
- Developed a monitoring system based on Nagios Core to monitor many key metrics and system availability and built a virtual appliance offering for customers to install into their own environment.
- Developed installation documentation for product infrastructure and installation procedures.
- Diagnosed troubleshooting issues that 3<sup>rd</sup> line support were not able to handle.
- Used Rally as part of an Agile development team to track User Stories, Defects and Tasks.

**Quintiles, Inc.**

**Morrisville, NC**

**2001-2010**

**IT Technical Advisor, Global Infrastructure Support**

**5 Years**

- Administered multiple Informatica repositories, including deployments and troubleshooting workflows.
- Administered several IIS Web Servers.
- Advised developers on SQL optimizations that lead to greater efficiencies in applications.
- Provided primary support for several multi-tiered web reporting applications.
- Led an initiative to reengineer key parts of the IVRS infrastructure producing a more reliable system.
- Developed methods to improve efficiencies in processing batch jobs.
- Developed tools to monitor infrastructure, reducing impact of outages by allowing quick response.
- Performed detailed analysis of possible improvements to Web-based application offerings.
- Co-Administered the Team Foundation Server used by several project teams.
- Troubleshooting .Net applications running on IIS.

**Production Support Manager, IVR Services**

**3 Years**

- Managed team of programmers that maintained 60+ applications in a 24/7-production environment.
- Interfaced with Project Managers and Helpline staff to maintain efficient operation of the IVR System.

- Designed and developed the business unit's Web-based application offerings.
- Created and analyzed metrics related to Production Support to ensure efficient operation.
- Led consolidation of IVR development from multiple offices to the RTP office.
- Created a detailed Business Continuity Plan.
- Led team to validate software tools.
- Authored and reviewed Work Instructions.
- Represented department in client audits.

#### **Analyst, IVR Services**

**2 Years**

- Developed applications that interfaced an Oracle database to proprietary systems based on MS SQL Server.
- Developed specifications for the interface application working with Technical Leads and Clinical Leads.
- Designed and developed tools for IVR staff to facilitate day to day management of the IVR system.
- Designed and programmed web-based application offered as a reporting tool for clients.

#### **EDUCATION**

**North Carolina State University      Raleigh, NC**  
BS, Computer Engineering

#### **AWARDS**

Numerous professional achievement awards

- 5 Star Awards, Quintiles Inc.
- 3 President's Club nominations, Quintiles Inc.
- 2 ESPY Awards, Lexmark, Inc.