

## **James A. Hamm**

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### **Senior Release Manager**

Seasoned Information Technology professional with a long history of success overseeing technical teams in fast-paced environments. Innovative problem solver focused on identifying strategic ways to improve business processes and overall efficiency. Adept at aligning cutting edge technology and processes with company goals.

### **Areas of Expertise**

Release Management | Project Management | Systems Monitoring | Systems Engineering | Documentation  
ITIL | Application and Deployment Support | Performance Management | Team Development and Management  
Process Improvement | Continuous Integration | Scheduling | Cross-Functional Collaboration | SDLC

### **Technical Skills**

Microsoft Office Suite (Word, Excel, Access, Powerpoint) | MS Teams | Smartsheets | Windows | Linux  
Systems Administration (Linux, Windows) | Version Control Software (SVN, CVS, TFS, Git)  
Scripting (Bash, Python) | Oracle Database Administration

### **Work Experience**

**Iqvia, Inc.,** Durham, NC

**2017 - 2023**

#### **Associate Director, Senior Release Manager, R&D Release Services**

Led geographically diverse, cross-functional deployment teams during application deployment into controlled environments. Reviewed key release cycle documents, such as installation qualification, test execution summary, and release validation report. Contributed as a member of the Change Advisory Board, approving changes to all controlled environments.

- Developed detailed implementation plans for product releases utilizing on-premise and cloud-based services, including AWS EC2, AWS S3, AWS VPC, Snowflake DB, Kubernetes, Mulesoft APIs and Salesforce.
- Implemented and managed release processes for code across development, testing, and production environments for 4-8 concurrent projects.
- Coordinated cross-functional teams, including Product Support, QA, and Development, during deployments.
- Effectively managed risks and issues impacting release quality and schedule, ensuring timely communication of concerns to project teams and management.
- Advised project teams on proper process to maintain the validated state of the controlled environments emphasizing adherence to the SDLC.
- Streamlined work instructions and release management processes by collaborating with the team, enabling the handling of more projects without increasing team size.
- Investigated and implemented methods and tools to improve automated deployments and enhance governance.
- Developed and maintained an implementation plan template used by the entire Release Services team, improving consistency in release handling and reducing implementation planning time.
- Mentored junior members of the Release Services team on Release Management procedures and best practices.
- Engineered a Release Readiness Dashboard to streamline the Releases Go/No-Go meeting, enhancing visibility into project readiness status.
- Coordinated annual release calendar in collaboration with project management and executives to schedule system implementations within designated Release Windows.

- Successfully managed risks and issues affecting release quality and schedule, and effectively communicated concerns to project teams and management.
- Coordinated with global teams to incorporate crucial upgrades into release schedules.
- Identified inter-system dependencies to reduce risks and streamline release processes.
- Collaborated with project teams to implement DevOps practices, release automation, and continuous improvement/continuous delivery (CI/CD), enhancing the efficiency of the release management process.
- Resolved release and team issues by swiftly addressing emergency fixes during releases and facilitating consensus to find effective solutions

**Lexmark, Inc., Morrisville, NC****2010 - 2017****Senior Systems Engineer, Oracle Solutions Lab**

Spearheaded the development and optimization of CI/CD build pipelines for multiple products using Continuous Integration Tools such as Jenkins and Atlassian Bamboo. Managed build systems for the department, ensuring seamless integration and deployment processes.

- Created and maintained version control system using Subversion.
- Deployed and administered multiple VMware ESXi hosts across US and European locations.
- Managed installation and administration of over 100 Linux instances for development, QA, and demo environments.
- Oversaw Oracle Enterprise Database, Oracle E-Business Suite, Oracle WebLogic, and Oracle SOA Suite within these environments.
- Conceptualized and engineered a virtual appliance solution, slashing installation duration by 90%, bolstering Professional Services efficiency.
- Conducted infrastructure analysis to assist customers in designing optimal environments to deploy our product.
- Designed and implemented a monitoring system using Nagios Core to track and manage critical metrics and ensure system availability.
- Created comprehensive installation documentation outlining product infrastructure and installation procedures.
- Utilized Rally within Agile development framework to manage User Stories, Defects, and Tasks.
- Orchestrated migration of over 100 VMs, relocating VM infrastructure from Morrisville, NC, and Copenhagen, DN to Lexington, KY, as part of a comprehensive IT consolidation initiative.

**Quintiles, Inc., Morrisville, NC****2001 - 2010****IT Technical Advisor, Global Infrastructure Support - 5 Years**

Advised developers on SQL optimizations, enhancing application efficiency. Provided primary support for several multi-tiered web reporting applications. Performed detailed analysis of possible improvements to Web-based application offerings. Troubleshooted .Net applications running on IIS. Managed critical internal clinical business applications, leading support and problem resolution with other global internal support teams.

- Delivered final-tier technical support for internal and external users, addressing PC, server, and mainframe application issues.
- Coordinated the implementation of internal, external and off-the-shelf business applications, collaborating with all IT and business groups.
- Enforced standardized procedures for incident, problem, and change management, as well as capacity planning and troubleshooting.
- Advocated for supported business groups by ensuring their interests were represented in IT processes.

- Collaborated with internal business units across all seniority levels to effectively communicate IT issues and establish clear expectations regarding restoration timelines.
- Spearheaded an initiative to reengineer critical components of the IVRS infrastructure, enhancing system reliability.
- Developed methods to improve efficiency in processing batch jobs.
- Developed infrastructure monitoring tools, enhancing outage response speed and minimizing downtime impact
- Administered the Team Foundation Server utilized by multiple project teams for version control of software code and artifacts.

### **IVR Services Production Support Manager, Analyst, IVR Services - 5 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.

- Project Manager for applications and systems transitioning into the maintenance phase of the lifecycle.
- Assessed performance, directed professional development, and upheld quality of work for the product support team, cultivating a culture of continuous improvement and excellence.
- Coordinated team collaboration to support and manage global projects, ensuring alignment with organizational objectives and deadlines.
- Designed and developed web-based applications for the business unit, employing ColdFusion and JavaScript.
- Oversaw the integration of all IVR development operations into the RTP office, optimizing resources and minimizing costs.
- Designed and implemented an extensive business continuity plan.
- Acted as a departmental liaison in client audits, ensuring seamless communication and compliance adherence.
- Leveraged Delphi programming language to develop applications linking Oracle database with MS SQL Server-based proprietary systems.
- Designed and developed user-friendly tools for IVR staff to facilitate day to day management of the IVR system.

### **Education**

#### **Computer Engineering**

North Carolina State University, Raleigh, NC BS

### **Awards**

Numerous professional achievement awards

**5 Star Awards** for outstanding customer service, Quintiles Inc.

**3 President's Club nominations** for work well above and beyond expectations, Quintiles Inc.

**2 ESPY Awards** for outstanding customer service, Lexmark, Inc.