Oracle Support Resume

Job Objective

Seeking a position as Oracle Support in an organization where I can apply my experience and efficiently contribute to the company's growth.

Summary of Qualifications:

- Oracle Production Support consultant with extensive IT Support experience
- Familiarity with Oracle PL/SQL, UNIX, LINUX, ERP, Java, Forms/ OA Framework and BI Publisher
- Proficient with Oracle ERP system and good understanding of Oracle Modules
- In-depth knowledge of Oracle Application administration and maintenance
- Skilled in database technology troubleshooting and problem resolution
- Proficient with Microsoft desktop products and Microsoft Office Suite
- Amazing ability to work independently with little supervision
- Excellent communication and negotiation skills

Work Experience:

Oracle Support, August 2005 – Present
Peterson, Inc., Saginaw, MI

- Provided helpdesk services to include resolving issues and elevating defects.
- Documented helpdesk trouble tickets in the Helpdesk tool and leveraged the tool to create Helpdesk metrics.
- Developed, documented, and executed Standard Operating Procedures.
- Conducted re-occurring weekly meetings to capture agency level issues.
- Supported development and maintained system launch webpage.
- Assisted in development of test scripts and training materials.

Oracle Support, May 2000 – July 2005
Bisley Corporation, Saginaw, MI

- Supported Oracle production and deployment at customer site.
- Ensured development and preparation of agency level helpdesks.
- Identified risk areas, issues, and proposed resolutions.
- Developed and maintained relevant database on oracle.
- Supported internal software development using Oracle.

Education:

Bachelor's Degree in Computer Science, College of Mount Saint Joseph, Ohio, OH

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