

EDUCATION

Texas A&M University - Department of Education and Human Development
Bachelor of Science in Technology Management
Minor in Business Administration, May 2013

College Station, TX
Major GPA: 3.25

SUMMARY OF QUALIFICATIONS

- 10.5+ years specializing in SQL Server database administration activities such as installation, configuration, database architecture, backup/restore, disaster recovery, performance tuning, query optimization, and security
- 3+ years writing custom T-SQL reports, procedures, and functions for clients
- 17+ years working with computer hardware installations, upgrades, and installing software
- Experience in installation and configuration of High Availability (HA) and Disaster Recovery (DR) solutions to include Windows Server Failover Cluster, SQL Server Failover Cluster Instance, Log Shipping, Database Mirroring, AlwaysOn Availability Groups, and Replication
- Experience in installation and configuration of SQL Server 2000 through 2019
- Experience in upgrading and migrating SQL Server instances and data centers
- Knowledge of Windows Server Administration, SharePoint, Active Directory, and Networking
- Excellent communication, planning, organizing, and problem-solving skills with ability to work independently as well as effective collaboration skills with all levels of management, both internal and external in a team environment

TECHNICAL SKILLS

RDBMS: SQL Server (2000 through 2019), Microsoft Access	Languages: T-SQL, Java, C++, C#, and HTML
Operating Systems: Windows Server (2008, 2008 R2, 2012, 2012 R2, 2016, 2019), Windows (XP, Vista, 7, 8, 10, 11), Mac OS X, Linux (Ubuntu)	Software Development/Troubleshooting Tools: SSMS, PSSDiag, SQL Profiler, SQL Nexus, PerfMon Analyzer, Database Tuning Advisor, TFS, VS, JIRA
Other: Microsoft Office Suite and Microsoft Project, Project Management process and theories, CompTIA A+ Computer Hardware course, and CCNA Computer Networking course, Salesforce user experience	

LEADERSHIP, HONORS, and AWARDS

Microsoft Top Performer (SQL Server Engine team)

Fiscal Year 2017-2018

Microsoft Digital, Services, and Success Peak Performer Award

October 2017

Corps of Cadets and Fightin' Texas Aggie Band

Information Management Chain Officer

August 2008 – May 2012

- Four-year leadership development program
 - Directed and trained subordinates and ensured they completed tasks on time and accurately
 - Generated the goals and focus for my direct chain of command
- Created presentations and slideshows, maintained an e-mail listserv to communicate with parents and members, and built and updated the website for outfit consisting of 75 members

Eagle Scout Award

May 2005

WORK EXPERIENCE

Convergys Corporation

Richardson, TX
September 2015 – January 2017
Irving, TX
June 2020 – Present

↳ Microsoft Corporation

Support Escalation Engineer (SQL Server)

- Worked directly with the Product Group (developers) to document and file hotfixes, defects, and change requests to improve the SQL Server product
- Unmanaged and managed debugging of the SQL Server process (64-bit) and SQL Server Management Studios (32-bit). In doing so, reviewed C++ and C# code bases
- Received escalation requests from frontline engineers, collaborating with them and working directly with customers to solve more challenging and technically difficult issues

Support Engineer (SQL Server)

March 2017 – June 2020

- Supported Premier and Professional-level customers on phone and via written correspondences regarding technical questions or issues related to many aspects of SQL Server Engine such as performance, setup, and high availability
- Identified, scoped, and documented customer scenarios, root-causes, and troubleshooting steps
- Used advanced troubleshooting techniques to resolve severity-A, critical situation (CRITSIT) cases which had a severe business impact, including financial impact, to the customer or their clients
- Resolved SQL Server issues related to T-SQL programming, data integrity/corruption, backup/restore, setup/upgrade and add/remove components, hangs or unresponsive servers, SQL Server administration tools, auditing, database maintenance plans, access violations, and exceptions
- Assisted in troubleshooting and deploying High Availability solutions such as SQL Server Failover Cluster Instances, AlwaysOn Availability Groups, database mirroring, replication, and log shipping
- Provided a high level of technical support for SQL Engine/Performance (plan forcing and plan guides, indexing, evaluating query plans/tuning, ETL jobs), performance tools (SQL Server Profiler, Nexus, SQLDiag, PerfMon, Database Engine Tuning Advisor), concurrency (locking), memory pressure, and SQL OS (SOS). Supported Service Broker, DTS, notification services, Full-Text Search, and In-Memory OLTP
- Supported SQL Server on-premises hosted in physical and virtual environments as well as SQL Server running on a Virtual Machine in Azure (IaaS)

Innovation Group

Carrollton, TX
January 2017 – March 2017

Database Administrator

- Monitored database performance and ensured maintenance jobs completed successfully
- Lead for AlwaysOn Availability Group implementation
- Executed scripts for development team and ad-hoc data manipulations
- Tested patches and upgrades in QA, UAT, and Dev environments prior to deploying on production

Alliant Systems

Las Colinas, TX
January 2013 – September 2015

Technical Service Representative

- Project manager for new client software installations and upgrades, duties included: scheduled and prioritized tasks and project timeline, set goals, audited project following completion. Traveled nationally to customer sites to train and install software and hardware systems. Interfaced with development teams and customers to debug conversion software. Managed software customizations/requests and ensured they were completed to client specifications. Client business consultant to better optimize use of software and financial performance.
- Configured backup and maintenance plans for clients, most did not have a Database Administrator
- Wrote and implemented T-SQL queries and reports to meet client needs
- Built T-SQL functions and procedures which allowed clients to pass in variables for custom financial reports
- Managed and configured data import/exports, network configuration, and permissions

Computers and Events

Haltom City, TX
December 2011 – July 2012

Intern

- Replaced and upgraded faulty computer hardware, formatted/reinstalled computer operating systems including Windows and Linux, and scanned for and sanitized viruses
- Traveled to service clients in our area, marketed the company, and built customer relationships