JESSICA CLAIRE

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📍 100 Montgomery St. 10th Floor

SKILLS

- Implementing security measures
- Systems administration
- Data management
- Written and Verbal Communication
- Database development
- Disaster Recovery
- Hardware Support

EDUCATION

DEVRY UNIVERSITY
Alpharetta, GA

B.S. Degree: Information Systems/ Data Management

2016

Microsoft Certified System Engineer, Windows Server 2000

PROFESSIONAL SUMMARY

Offering many years as an experienced diversified technical professional Proficient with SQL Server, VMware and Active Directory Windows Server System Administration Excellent verbal and written communication skills; Organized, adaptable and a fast learner. Able to work independently, in a team setting or collaborating across business units. Strong problem solver; highly analytical and commitment to exceptional customer service A dependable resource highly motivated and driven to perform at a high level when meeting objectives.

WORK HISTORY

Feed The Children - Database Administrator
Washington, DC • 07/2019 - Current

- Responsible for the implementation, configuration, maintenance, and performance of critical SQL Server 2016 RDBMS systems within an application development lifecycle environment / Azure DevOps / Scrum Manage multiple local and remote SQL Server databases Monitor system's health and performance.
- Ensure high levels of performance, availability, sustainability, and security.
- Analyze, solve, and correct issues in real time.
- Refine and automate regular processes, track issues, and document changes.
- Provide deployment support for critical production systems.
- Perform scheduled maintenance and support release deployment activities after hours.
- Review developer SQL scripts in test prior to production launches within security compliance standards.
- Perform SQL upgrades and migrations from on premise equipment to cloud based technologies such as Azure Strong documentation and analytical skills; Able to implement data models and database designs, file-store configurations, data access and table maintenance rules.
- Disaster Recovery and high availability support.

Feed The Children - Database Administrator
Chandler, AZ • 12/2017 - 07/2019

- Responsibilities include database maintenance and overall support, performance tuning to maximize server availability and meet SLA objectives.
- SQL deployments, installations and configuration, upgrades, patching, security compliance, system monitoring and disaster recovery.
- Proficient with Microsoft SQL, DTS, SSIS business intelligence, SSRS, Visual Studio and Office365.
- Maintain remote site locations using SQL integrated replication tools; Transactional and merge publications/subscription and configure disaster recovery strategies using, clustering, mirroring, log shipping and always on high availability.
- Working knowledge of change and configuration management methodologies, application life cycles and problem management tracking applications like 'At Your Service' and 'CMIS' Work well with developers.
- Hardware support includes HP DL580G7 / DL380G8/G9 servers, MSA P2000G3/1040/D2700/2050 FC Disk Arrays, 8/20 FC switch, HBA; Fluent with the procurement of SQL software licensing and hardware.
- Review developer SQL scripts in test prior to production launches: Apply data modeling techniques to ensure development and implementation support efforts meet integration and security compliance standards.
- Perform SQL upgrades and migrations from on premise equipment to cloud based technologies such as Azure/VMware.
- Strong documentation and analytical skills; Able to implement data models and database designs, file-store configurations, data access and table maintenance rules.

Asrc Federal Holding Company - VMware Administrator
San Francisco, CA • 06/2015 - 12/2017

- Design and implement server infrastructure that supports VMWare 6.7 ESXi hosts, VSphere vcenter console and upgrade manager in order to support virtual environments used by the development team's application lifecycle and test environments.
- Provide technical support: Trouble-shoot all server, network and storage hardware and software problems in the VMware development, UAT and production environments.
- Perform VMware administration using VSphere vcenter console; update VMware tools, spin up new VM's, patching updates, disaster recovery, system configuration modifications, maintenance and software upgrades.
- Work with VMware vendors to resolve complex system issues and bug related fixes to ensure maximum system performance.
- Installation of new VMware ESXi host and Console environments, patch management, upgrades.
- Always looking for better ways to optimize the VMware environment for simplicity and future capacity planning.

VERIZON ENTERPRISE - Windows Server / SalesForce Administrator
City, STATE • 12/1997 - 06/2015

- Provide 2nd level support within a Windows 2012 Active Directory multi-domain environment; manage AD, DNS and group policies, user administration, management of OU's, GPO deployment, LDAP object maintenance, maintain security compliance and regulatory configurations on Windows servers.
- Ensure all enterprise environments, especially mission critical systems and applications are monitored, secure, available and performing optimally; Comfortable working with remote site admins, external business units or vendors to resolve authentication, network or latency issues.
- Deploy disaster recovery strategies and manage backup services for user data, storage appliances and servers; Update service packs and patches along with maintaining the security compliance and asset management of the systems.
- Buildout new virtual and standalone systems; and on occasion migrate on premise systems to the cloud; Responsible for all performance tuning and configuration for all Windows, SQL, VMware, and servers.
- Assist with all technology recommendations for new projects; Design and implement highly available production systems and provide system and support documentation upon request.
- Maintain server event logging systems and closely monitor server systems; Create and maintain necessary documentation on systems and processes.
- Create system specifications for new installs and upgrades and test before deploying to production.