

# JESSICA CLAIRE

100 Montgomery St. 10th Floor ♦ (555) 432-1000 ♦ resumesample@example.com

## SUMMARY

With 5+ years of experience in IT and the SQL server environments, I have worked with MS SQL Server from 2008 to 2019 in diverse Environments like the Test, Quality-Assurance, Development, and Production. I am an all-rounder, highly motivated, and self-starter, with strong interpersonal and excellent communication skills, both oral and written. Outstanding problem solver with analytical skills. I have hands-on experience in the Installation and Configuration of SQL Server, Data Migration, Security, Performance Tuning, High Availability and Disaster Recovery, Backup and Restore, Database Refresh, SQL Server Upgrades, and OS Patches.

## SKILLS

- Guest services
- Inventory control procedures
- Merchandising expertise
- Loss prevention
- Cash register operations
- Product promotions

## EXPERIENCE

### SQL Server Database Administrator, 09/2019 - Current

Rr Donnelley & Sons – Laurel, MD

- Highly analytical and results-driven IT professional working with databases
- Responsible for daily maintenance of PROD, TEST, and DEV environments
- In charge of managing large environments
- Managed users by creating logins, and passwords and assigning privileges to users following the principle of least privilege
- Enhanced database performance implemented recovery procedures and achieved 99.9% uptime on all SQL Servers
- Increased efficiency by providing optimum database performance with efficient disaster recovery solutions such as backup and restore processes
- Generated prompt responses to Tickets, resolved user requests based on priority, and ensured database configuration maintenance in the configuration repository
- Strong Experience with SQL Server 2008 through 2019 administrating standalone and cluster environments
- Production level support for onsite and offshore - On Call 24/7 environment
- High Availability Solution Always On, Log Shipping, Traditional failover Clustering and mirroring
- Experience using SQL Server features such as Query Store, data Import/Export, Extended Events, and Tuning Advisor
- Interacts with clients, application team and project managers to design, implement and support solutions to meet client needs
- Evaluate and implement new technologies for service improvement
- Perform all day-to-day aspects of MS SQL database and Administration such as Installation, configuration, upgrades, security, user management, and Logins, performance tuning and monitoring, database Availability, backup and recovery, troubleshooting, and problem resolution
- Working with the entire IT team too
- Work with the development team to resolve bug fixes and assist in relevant testing through various environments
- Provide solutions for database issues including capacity, redundancy, replication, and performance
- Involved in ensuring data recovery, maintenance, data integrity, and space requirements for the physical database
- Creating and Modifying Tables, Stored Procedures, Views, Indexes, User-defined Functions, Triggers, etc as requirements on SQL Server Environments
- Planning and implementation of Database disaster recovery such as backup, restore, and snapshots
- SQL Server Profiler, Extended Events, Query Store, and Database Engine Tuning Advisor (DTA) for performance
- Configured and supported replication and log shipping in both SQL 2008 and 2012
- Automation of DBA Tasks and monitoring using both SQL inbuilt tools and third-party tools
- Respond promptly to user complaints regarding access to the database
- Perform automated Jobs to run and resolve database issues
- Configured and supported replication (Snapshot/Transactional/Merge) and log shipping in both SQL 2014 through 2016 Servers
- High Availability Solution- Clustering, Always-On, Database Mirroring, and Traditional Failover Clustering

### SQL Server Database Administrator, 08/2017 - 10/2019

Rr Donnelley & Sons – Sacramento, CA

- Planning the Installation of Microsoft SQL Server 2012, 2016 building, designing, Configuration, Upgrade, Migration, and application of Windows and SQL Patching during scheduled database downtimes after hours to ensure databases are up to date in Virtualized environments
- Implementation and definition of vigorous Backup and Recovery strategies and Capacity planning following the company's Recovery Point Objective (RPO) and Recovery Time Objective (RTO) and the Retention policy
- Recommending and implementing data security by creating users and assigning permissions based on the minimum level of database access the user would need and with tools like Always Encrypted, Transparent Data Encryption (TDE), and Dynamic Data Masking (DDM) to secure clients' sensitive data
- Using in-built tools such as SQL Server profiler, Performance monitor, Extended Events, DMVs, and Database Integrity checks to ensure database integrity, stability, and system Managing and providing end to end support and problem resolution for SQL Server databases through multiple product lifecycle environments, such as development, testing to mission-critical production systems
- Configured High Availability (HA) and Disaster Recovery (DR) Solutions on production systems using Clustering - Always On, Log Shipping to make sure the databases are always available and participating in disaster recovery testing
- Analyze, solve, and correct issues in real-time and provide end-to-end problem resolutions such as hardware and software purchases, server configuration changes, and assisting developers with query/index tuning, Partitioning, compression, and statistics to enhance speed and maximize system performance
- Creating and monitoring maintenance plans and agent jobs that take backups and defragment indexes for query performance
- Create and update database documentation about company standard procedures, technology features, and production issue troubleshooting
- Review scripts submitted by the development team and work with other teams like systems analysts, developers, business analysts, and project teams to determine the capacity planning required to create and maintain the Databases
- Hands-on database tuning and troubleshooting of SQL Server service outages as they occur, including providing on-call support during after-hours and weekends
- Providing scheduled maintenance, supporting application deployment, and hardware/software upgrades after hours and 24 x 7 support
- Control and establish appropriate database user access control levels by provisioning and de-provisioning users based upon company policy to control access for each segment of the Databases
- Develops database security guidelines and performs audits.

### SQL DATABASE ADMINISTRATOR, 02/2016 - 05/2017

Chicago Public Schools – Chicago, IL

- Responsible for taking and maintaining data back-up for recovery in the event of a disaster, and database security
- Upgraded SQL Server 2005 servers to SQL Server 2008 with both In-place and Side by Side Upgrade to support new applications in the company
- Handled SQL Server installation, Configuration, Security, and maintenance following best practices, reliability, and maintaining the database
- Using SQL Server Profiler, Extended Events, Database Engine Tuning Advisor (DTA) for performance, and other third-party monitoring tools
- Cooperate with developers when writing complex queries and schema refinement
- Maintain database response times 24x7 in Production environments by developing automated alert jobs, work according to policies and regulations
- Prioritizing and responding to and executing tasks in a high-pressure environment, designing, Configuration, Upgrade MS SQL, and supporting production systems
- Migration and application of Windows and SQL Patching during scheduled database downtimes after hours to ensure databases are up to date
- Designing and implementing Backup and Recovery strategies and Capacity planning following the company's Recovery Point Objective (RPO) and Recovery Time Objective (RTO) and the Retention policy, SQL database architecture, technical support Directory, Learn emerging technologies, operating systems, federal regulations, system support, information technology
- Work according to company policies, collaborating with the entire IT team and other employees.

## EDUCATION AND TRAINING

### Bachelor's Degree: Computer Science, 01/2014

UNIVERSITY OF MANCOSA SA

## CERTIFICATIONS

Microsoft Certified Technology Associate MTA