

Jessica Claire

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SUMMARY	<p>Multi-talented Database Administrator with 11 years of expertise in designing, testing and coding database solutions in various environments. Highly skilled in multiple technologies such as Healthcare(Cerner), Database administrator, Cloud Architecture and Application Express. Motivated self-starter consistently meets deadlines and succeeds in high-pressure environments.</p>
SKILLS	<ul style="list-style-type: none">• Certified Oracle Cloud Architect• Database Administration• Senior System Engineer• Microsoft PowerShell• Shell scripting• Virtual and Cloud Technologies• Database Analysis• Microsoft SQL• Application Express• Writing Queries• Continuous Process Improvement• Information Systems Management• Root Cause Analysis• Good Work Ethic• Critical Thinking• Friendly, Positive Attitude• Reliable & Trustworthy• Data Conversion and Migration• Data Management• Problem Resolution• Microsoft Office• Training & Development• Apache Tomcat• Data and Systems Architecture• Technology Best Practices• System Testing• Application Administration• Infrastructure Buildout
EXPERIENCE	<p>DATABASE ADMINISTRATOR 2-IT 10/2022 to CURRENT</p> <p>Prolim Global Newport News, VA</p> <ul style="list-style-type: none">• Analyzed database applications and made necessary adjustments to parameters and architecture to improve performance.• Analyzed and developed technical and functional specifications for databases.• Provided support for complex issues related to software tools, applications and databases.• Defined synchronization plan for patch management.• Collaborated with stakeholders to gather business requirements for enhancements and change requests.• Migrated ON-Prim Databases to Oracle cloud Infrastructure.• Built and Managed EXADATA Databases in Oracle cloud Infrastructure (OCI)• Created a Database backup to OCI and restore tool using Application Express. <p>DATABASE ADMINISTRATOR 3 01/2019 to 10/2022</p> <p>Caci International Inc. Orlando, FL</p> <ul style="list-style-type: none">• Analyzed database applications and made necessary adjustments to parameters and architecture to improve performance.• Provided support for complex issues related to software tools, applications and databases.• Analyzed and developed technical and functional specifications for databases.• Created and monitored performance metrics to keep databases functioning at optimal capacity.• Defined database design specifications based upon project requirements.• Worked with software vendors to analyze and resolve software installation and ongoing support issues.• Developed data models and database designs to plan projects.• Supported end users in selecting, procuring and using software applications.• Aligned systems with business needs to enhance scalability of database structures and recommend improvements.• Consulted with internal departments to identify customer needs to include in project objectives. <p>SYSTEM ENGINEER 2 08/2014 to 01/2019</p> <p>Agfa Munich, ND</p> <ul style="list-style-type: none">• Provided effective resolutions to issues and escalated problems with knowledgeable support and quality service.• Maintained servers, software and operating system equipment.• Maintained database and server storage.• Provided exemplary helpdesk service and support to assist customers.• Provided needs assessment, systems analysis, troubleshooting and resolution.• Managed, troubleshoot, backed up and restored data, operating systems, files, documents and drivers to provide comprehensive systems management and support.• Trained and directed users on correct use of software and hardware within systems.• Participated in IT department meetings to identify continuous improvement opportunities and enhance delivery of IT services to users.• Kept systems operating efficiently by performing necessary upgrades and repairs.• Provided appropriate permissions to users for accessing files and databases.• Implement policies, procedures and best practices to safeguard and protect data, reports and access.• Increased team productivity and automated repetitive tasks with batch files, PowerShell and VBScript.• Performed data backups and disaster recovery operations.• Conducted basic troubleshooting to isolate and diagnose common system problems.• Worked closely with systems analysts, engineers and programmers to understand limitations, develop capabilities and resolve software problems.• Recommended improvements to facilitate team and project workflow.• Resolved customer issues by establishing workarounds and solutions to debug and create defect fixes. <p>SYSTEM ENGINEER 07/2012 to 07/2014</p> <p>Cerner City, STATE</p> <ul style="list-style-type: none">• Provided effective resolutions to issues and escalated problems with knowledgeable support and quality service.• Built and Maintained servers, software and operating system equipment.• Provided exemplary helpdesk service and support to assist customers.• Installed Cerner software• Planned, implemented and integrated updated system-oriented projects.• Ran operational tests on systems and equipment to reinforce proper processes and remedy malfunctions.• Installed and Managed Citrix software• Preformed Midtier software validation testing• Managed/Maintained testing environments• Profiled the largest client at the time Database <p>EDUCATION AND TRAINING</p> <p>Bachelor of Science Information Technology 05/2012</p> <p>Southern Illinois University Carbondale, Carbondale, IL</p>