

# JESSICA CLAIRE

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## SUMMARY

I am a Senior Database Administrator with over 7 years of experience. I am a strong team worker with experience working with other team members, developers and third-party service providers to successfully complete my technical duties with professionalism and passion. Solid working experience in managing large databases, backup/recovery, configuring and managing HA/DR solutions, Database Security, Performance Tuning, Data Migration, SSIS and SSRS. Working experience entails strong knowledge on using SQL Server database inbuilt as well as third party tools to enhance performance of my environment. Strong business and technical vision with effective people skills, ability to manage multiple complex projects, innovative, creative problem solver, results oriented, and has an aptitude for learning and can maximize resources while possessing a sense of urgency. Ability to work under minimal supervision in a fast-changing environment. Bilingual: English and French.

## SKILLS

- Windows 8 - 10
- MS SQL Server 2019, 2017, 2016, 2014, 2012 and 2008.
- MS products: Outlook, Excel, Access, Visio, MS Project Management
- SQL Server Management Studio (MSSMS) and SQL T-Transact
- Database Tuning Advisor, Query Analyzer, SQL Profiler, Extend Event, Activity Monitor
- ETL Tools: SSIS, Data Transformation Services, Bulk Copy Program, Import-Export Data. • SolarWinds, Redgate and Sentry One Database Performance Analyzer for SQL Server
- SDLC and Agile
- Jira and ServiceNow
- Availability, Log Shipping, Traditional Failover Clustering, Always On, Replication, Hyper-V, VMs, T-SQL Databases
- Activity Monitor, SQL Profile, task manager, event viewer, window performance monitor, SSMS, Configuration Manager, Transparent Data Encryption (TDE), Dynamic Data Masking DDM, Always Encrypted, High

## EXPERIENCE

### MS SQL DATABASE ADMINISTRATOR | 02/2017- Current, 02/2017 - Current

**Smartronix** – City, STATE

- Responsible for the Network Infrastructure Upgrade Project around 4 billion dollars.
- Collected and documented project requirements and got approval from directors for project execution.
- Collaborated with team members and third-party providers during project implementation and cut over activities.
- Installed and configured SQL Server on servers and applied level and security fixes.
- Performed SQL Server post configuration and upgraded related applications.
- Maintained more than 80 production servers in different domains and 55+ Dev and Test Servers
- Configured High Availability Solution, Always-On Availability Group, Database mirroring, Log shipping and Clustering.
- Created, maintained, and provided documentation on current configurations and changes.
- Designed, created, and migrated databases to different instances and servers and refresh databases as per business needs.
- Installed, tested, and maintained changes to the database management systems in accordance with approved Change Management Process.
- Used T-Transact and GUI to perform DDL, DML, DQL and DCL operations.
- Performed troubleshooting using RCA root cause analysis of problems
- Managed production, development, and test database environments.
- Configured and maintain SSRS, SSIS, and SSAS instances
- Provided support to improve database monitoring, performance, and reporting.
- Collaborated with other team members and resolved tickets and slow running queries.
- Created and maintained indexes to speed up data retrieval and resolve performance
- Designed and implemented the Disaster recovery plan aligned to company's SLA, RPO and RTO requirements.
- Experienced in using normalization (OLTP) and denormalization (OLAP) to resolve database performance issues.
- Deployed databases from on-prem to AZURE using different methods like backup and restore, replication, Database Migration Assistant (DMA)
- Monitored and proactively managed disk space usage and capacity planning.
- Knowledgeable in troubleshooting slow running queries, concurrency and dead locks.
- Analyzed and produced resource trends reports and recommended appropriate solutions to meet the resource requirements.
- Produced and distributed database performance reports periodically and archives.
- Reviewed and analyzed system logs and proactively set up preventive actions.
- Ensured databases adhere to corporate standards and policies, including database auditing.
- Used Data Encryption technologies like Transparent Data Encryption and Always Encrypted for data security.
- Provided production level support for onsite - On Call 24/7 environment

### INTERNSHIP STUDENT, HELP DESK TECHNICIAN | 02/2016, 01/2022 - 07/2022

**Orange Telecom** – City, STATE

- Planned and developed frequently windows and SQL Server patches.

• Creating and Modifying Tables, Stored Procedures, Views, Indexes, User-defined Functions and triggers as required on SQL Server Environments.

- Involved in the planning, setup, and implementation of new servers across the entire enterprise.

- Involved in ensuring data recovery, maintenance and data integrity and space requirements for physical database.

- Planning and implementation of database backup/restore and disaster recovery.

- System monitoring.

- Production level support for onsite and offshore clients.

- Troubleshooting client connectivity, lock resolution and performance baselining.

- SQL server performance dashboard reports for monitoring.

- Manage indexes to improve performance.

- Schedule and automate jobs (indexes and backups) using SQL agent to improve performance and availability.

- Develop routine jobs for data integrity check.

- Creating and managing database objects including tables, views, stored procedures etc.

- Managing server and database security and identity

- Task Automation.

- Indexes Maintenance.

- SQL Server Profiler, Extended Events, Query Store and Database Engine Tuning Advisor (DTA) for performance.

- Stable Replication Topology.

- Installed SQL Server 2008 on advanced servers, applied security fixes.

- SQL Server Upgrade both in place and side by side upgrade from older to newer versions of SQL(2008 to 2012, 2014 and 2016).

- Database migration from different versions of SQL SERVER (2008, 2012, 2014, 2016).

- Installed and configured MS SQL Server 2012 supported all Production and development servers.

- Maintained database response times in 24X7 Production environments.

### Junior Database Administrator, 03/2022 - 04/2022

**Magellan Health** – City, STATE

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## EDUCATION AND TRAINING

### Bachelor of Science: Computer And Information Sciences, 06/2015

**University Of Buea** - Buea Cameroon

### Bachelor of Science: Accounting And Business Management

**Lamar University** - Beaumont, TX

## LANGUAGES

English:

Negotiated:

French:

Negotiated: