

JESSICA CLAIRE

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Summary

Skilled Senior Database Administrator bringing more than 6 years of experience in design and administration of databases, as well as key skills in modeling and warehousing of data, development of enterprise architectures and strategic collection and use of business intelligence. Proficient in technical software, languages and tools and learns new strategies quickly. Collaborative and team-oriented with first-rate oral and written communication, complex problem-solving and decision-making abilities.

Skills

- Data Conversion and Migration
- Microsoft PowerShell
- Data Testing
- Microsoft SQL
- Writing Queries
- Problem Resolution
- Conflict Resolution
- Planning & Organizing

Experience

MS DATABASE ADMINISTRATOR, 09/2020 to Current

World Wide Technology – Denver, CO

- Manage infrastructure performance, data security and make recommendations for improvements
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- Assist in the monitoring and review of Strong analytical, planning, and organizational skills with ability to manage competing demands
- 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.
- Planned and deployed monthly windows and SQL server patches.
- Planning and implementation of Database backup/restore and disaster recovery
- Create and work on High Availability (HA) and Disaster Recovery (DR) options for SQL Server
- Writing basics TSQL scripts, stored procedures, functions and triggers, data transformations using BIDS
- Implementation of snapshot isolation and DDL triggers
- Migration of SQL Server 2017 servers to SQL Server 2019
- Stable Replication Topology
- Installed SQL Server 2008 on advanced servers, applied security fixes
- SQL Server Upgrade
- Installed and configured MS SQL Server 2008 R2, supported all Production and development servers
- Maintained database response times in 24X7 Production environments
- Developing SQL scripts for maintaining administration tasks
- Capacity Planning and resource allocation
- Monitoring standby databases to ensure high availability
- Troubleshoot, resolve issues related to computer software and hardware controlling production equipment application
- Production level support for onsite and offshore Clients
- Support Patch Management
- Integrated Temporal Tables

Service Now Administrator, 06/2017 to 07/2020

Silvergate Capital Corporation – City, STATE

- Customization and Administration of ITSM, Incident, Change, Problem and Knowledge management, Service Catalogs, CMDB and Workflow Management in ServiceNow
 - As a part of support activity, resolve incidents by providing proper root cause investigation.
 - Performs core configuration tasks including system policies, business rules and client scripts.
 - Managed users, groups and roles with user administration, data with Tables, the CMDB, and Update Sets.
 - Involved in requirement gathering and creating of technical documentation for development.
 - Assisted with design and development of ServiceNow trouble ticketing and incident management systems to support the company
- Performed day-to-day administration of the ServiceNow Tool.
- Maintain business services and configuration item relationships in ServiceNow.
 - Used data sources to migrate data to ServiceNow
 - Created notifications based on user requirements and configured inbound email actions to create incidents or requests in the platform.
 - Created schedules, reports and monitor performance of ServiceNow. Documented all implementations and best practices defined within the team

SQL Server Database Administrator, 04/2013 to 05/2017

DAIKIN DAIKIN – City, State

- Installed and configured SQL Server
- Performed Backups, DBCC utilities, updated index statistics, monitored database and disk space
- Managed the migration of SQL Server 2012 databases to SQL Server 2016
- Created and maintained databases, users, Logins, tables, indexes, stored procedures, roles, permissions, and other schema objects
- Designed and implemented comprehensive Backup plan and disaster recovery strategies
- Rebuilding the indexes at regular intervals for better performance.
- Responsible for Stored Procedures optimization, Performance tuning & index tuning.
- Used Performance monitor and SQL Profiler to optimize queries and enhance the performance of database servers
- Used log shipping for synchronization of database
- Implemented and maintained Database mirroring as a DR solution
- SQL Server 2005/2008/2012/2016/2017 Administration
- Reviewing and optimizing virtual machines environment
- Reviewing and optimizing storage
- Responsible to monitor and troubleshooting Log shipping
- Used Data partitioning, Snapshot Isolation in SQL server
- Update statistics, database integrity check and backup operations
- Creating and Maintaining database maintenance plans
- Configured High Availability Solution- Clustering, Always On, Database Mirroring and Log Shipping.
- Planning and implementation of Database backup/restore and disaster recovery
- Installed SQL Server 2012 on advanced servers, applied security fixes.
- SQL Server Profiler, Extended Events, for performance.
- Implementation of snapshot isolation
- Configured and supported replication and log shipping in both SQL 2008 and 2012.
- Maintained database response times in 24/7 Production environments.
- Monitoring standby Databases to ensure high availability
- Automation of DBA Tasks and monitoring
- Configured and managed Contained Database
- Configured and supported replication and log shipping in both SQL 2008 and 2012.

Education and Training

Associate of Science: Computer And Information Sciences

University of Buea - Cameroon

Languages

English:

Negotiated:

French:

Negotiated: