

# Andrew Mallon

PHONE: 555.123.4567  
EMAIL: ANDY@AM2.CO  
BLOG: WWW.AM2.CO



## Professional Skills

- DBA working with SQL Server since 2003
- Extensive background in technical support and customer service
- Active contributor to SQL Server Community
- Excellent communication and teaching skills

### Contact info:

*Name, personal email,  
phone number. That's it.  
Blog/LinkedIn URL optional.*

## Database Technology & Technical Skills

Microsoft SQL Server 2000-2016, T-SQL, SQL Server Reporting Services (SSRS) Administration & Automation, Log shipping, Mirroring, Replication, AlwaysOn Availability Groups, Failover Cluster Instances, PowerShell

## Technology Community Contributions

- Founder of BostonSQL, a SQL Server user group in downtown Boston
- SQLSaturday Boston co-organizer
- Blogger
  - Personal blog: [www.am2.co](http://www.am2.co)
  - Guest contributor: [www.SQLPerformance.com](http://www.SQLPerformance.com)
- Speaker at SQL Server User Groups and SQL Saturday events
- Active volunteer and member of Professional Association of SQL Server (PASS)

### First things first:

*If someone stops reading here,  
do you have any regrets?*

## Notable Projects & Accomplishments

- Assumed direction of project to successfully upgrade from SQL Server 2008R2 to SQL Server 2014, including migration from Failover Cluster Instances to Availability Groups
- Planned & executed performance tuning on production report server to reduce average CPU from 25% to 10%, allowing company to delay hardware upgrade by two years
- Created internal enterprise-scale SSRS environment that included separate development & production sites with self-service deployment mechanism

## Experience

*Boston Consulting Group (BCG), Boston, MA*

March 2016 – Present

### Database Architect

- Service Architect for SQL Server & Microsoft Data Platform for both Azure & on-premises infrastructure
- Worked with business teams to develop server architecture to meet project requirements, including HA/DR, business, and application needs
- Used PowerShell to automate routine tasks, such as new server deployment, server configuration, and server migration
- Assisted DBA team with routine operations, such as backup/recovery, performance tuning, etc. supporting SQL Server 2008 to SQL Server 2016 and Azure SQL Database
- Primary contact for relationship with our DBA Services vendor for monitoring & staff augmentation
- Developed key metrics and reports to show Total Cost of Ownership for SQL Server environment, including server-level cost reports used for departmental cost show back
- Introduced Power BI to reporting environment to help facilitate executive-level dashboards

*Assume **NOBODY** reads past the first page*

*Be concise: One thought per bullet*

*Commonwealth Financial Network, Waltham, MA*

October 2014 – March 2016

### **Senior Database Administrator**

- Supported databases for internally-developed applications for broker/dealer-RIA with over \$100B AUM
- Assumed direction of project to successfully upgrade from SQL Server 2008R2 to SQL Server 2014, including migration from Failover Cluster Instances to Availability Groups
  - Leveraged existing hardware purchase and project goals to develop migration plan and execute migration
- Implemented standardized backups, maintenance, and monitoring of all database systems
- Implemented Multi-Server SQL Agent jobs to simplify management of 100s of SQL Agent jobs, including synchronization of jobs across Availability Group nodes.
- Worked with developers to identify and tune poorly-performing code
- Mentored Junior DBAs, focusing on education and professional growth, as well as day-to-day prioritization

*Vistaprint (now Cimpress), Lexington, MA*

August 2012 – October 2014

### **Lead Database Administrator**

- Supported highly-available (99.999% uptime) database environment for \$1.3 Billion e-commerce company—including e-commerce website, manufacturing, website hosting, and internal applications
- Assisted in zero-downtime database release process for three-week release cycle
- Planned & executed multiple hardware migrations with zero downtime
  - Developed a method to update system tables, allowing hardware migrations without downtime to replication
- Planned & executed performance tuning on production report server to reduce average CPU from 25% to 10%, allowing company to delay hardware upgrade by two years
- Created internal enterprise-scale SSRS environment that included separate development & production sites with self-service deployment mechanism
- Re-wrote performance monitoring code to improve reliability & scalability, making centralized collection more stable, and facilitating additions of new monitor metrics and new servers
- Scripted routine tasks to increase automation and reduce repetitive manual tasks

*Avoid the obvious. Of course a DBA is in charge of backups*

*Blackbaud, Cambridge, MA*

February 2008 – August 2012

### **Database Administrator**

- Ensured high availability of large hosting environment, including 24x7 on call rotation
  - Hosting environment consisted of apx 100 SQL instances & 10,000 databases
  - Median database size apx 20GB. Largest database apx 6+ TB
- Assisted Oracle team in performance tuning SQL & PL/SQL queries and procedures
- Developed utility scripts & stored procedures for use in daily maintenance, troubleshooting, and operations
- Acted as fourth tier support for complex support issues for hosted clients, including performance analysis & tuning
- Performed troubleshooting, resolution, and root cause analysis for database & application-specific incidents
- Completed project working with EMC<sup>2</sup> to implement Data Domain as backup device for all hosted databases

### **Team Lead, Technical Solutions**

- Provided high-level technical support for clients running Oracle Forms-based software and Oracle databases
- Developed, tested, and deployed bug fixes, data fixes, and bug fix backports to resolve client issues
- Performed troubleshooting & optimization for performance issues—including performance-tuning of SQL & PL/SQL code, as well as index & database-level changes to improve performance

*Ragged right alignment*

*Be specific: List accomplishments & unique tasks.*