Looking to obtain a position where I can apply 42 years of customer service experience and managerial abilities. I have the passion required for customer service to provide for a better experience and help others provide the same increased levels of service.

## **Employment:**

***PhotoSolutions by Dave***

Owner/Photographer

8/2018 – Present

Photographic services and art sales, new startup business.

[http://www.photosolutionsbydave.com](http://www.photosolutionsbydave.com/)

***Microsoft, CSS SQL Support***

Sr Technical Adviser

3/1998 - 10/2017

Provide customer support for SQL Server both internally and externally as needed to resolve issues quickly and permanently.

Worked directly with the SQL Server, Windows and other product group managers, directors, escalation managers and engineers to prevent or resolve issues. Utilized my previous management and support experience providing guidance, escalation and duty manager case assignment and dispatching functions weekend daytime hours for SQL Server 24x7 customer service and created support policy for 24x7 engineers and the differences in how support services were provided with limited staffing.

Accomplishments:

* Participate in the SQL Server setup pipeline with the SQL Server product group to improve reliability and improve customers experience
* Performed on-site customer remote support visits and assisted with SQL Server beta deployments and support of multiple versions of the product
* Designed, implemented and tested new real-life SQL Server testing scenarios demonstrating how we can fill a gap under previous SQL Server versions. These scenarios were then integrated into the normal SQL Server development process.
* Authored, maintained and supported SQL Server Functional Cluster Specifications for 2005.
* Authored and maintain support policy for:
  + SQL Server Failover Clustering supportability
  + SQL Server Mountpoint support
  + SQL Server Failover Clustering troubleshooting guide on MSDN for SQL Server 6.5 – 2016 versions
  + SQL Server cluster dependency requirements SQL Server 6.5 – 2016 versions
  + SQL Server support engineer’s registry hacking limits related to setup
  + Developed SQL Server emergency installer cache repair and responsible for the SQL Server product group on the new modification of Windows\Installer cache and negotiated our emergency repair exception to the policy.
* Collaboration with the Windows and SQL Server developers leading support policies for Distributed Transaction Coordinator support, Kerberos support, IPSec support and version supportability for Windows Server support boundaries.
* Published documentation on how to utilize Dynamic SPN configuration for your SQL Server 2000 and 2005 servers which reduced support calls while improving security and configuration of network and Active Directory.
* Authored and delivery on-site SQL Server Failover Clustering workshop training both to Premiere Microsoft customers and internally on the basics and with added value to customers. Training provided with specific course focus to be driven by the customers need from basic training at more advanced levels.
* Authored and maintained the SQL Server versions of the Microsoft Product Support (MPS) Reports migrating this to the SQL Server Support Diagnostic Package (SDP)
* Author of the pre-SQL server setup document that resolves over 89% of all known SQL Server setup issues as documented in support case reviews.
* Negotiated with SQL Server developers creating and implementing single action plan for engineers working on any and all SQL Server setup issues.
* Assisted with content delivery for SQL Server Ranger program when initially created which later evolved into the Master's program.

## **Previous Work History**

***Whitney Computer Service***

Owner/Operator

--/1988 - 3/1999

Complete computer solutions including both Novell and Microsoft networking, computer sales and services. Services included everything from simple computer maintenance to complete turnkey installations and consulting for:

* Systems deployment,
* WAN/LAN connectivity,
* Software sales installation

Providing businesses with Internet presence creation, Exchange setup, database integration along with customized customer training and business specific service contracts. Customer service was the priority resolving issues by use of standard deployments or more creative out of the box methods involving multiple vendors solutions integrated into the customer’s needs done right for maximum uptime. Additionally, provided contracted CIO services, digital imaging and photographic services.

***Compass Health (formerly Family Counseling Service of Snohomish County)***

System Architect and Administrator

--/1996 - --/1997

Improved the businesses functionality and supportability through installation of standard software suite to all clients and use of SMS functionality for remote diagnostics, hardware inventory and software distribution. Provided an implemented LAN/WAN connecting the businesses 23 locations in Whatcom, Snohomish and King Counties. Enhanced IT resources increasing availability to management and clinical staff. These enhancements included addition of secure internet connectivity for all company branches, deployment and management of Exchange server and SQL Server implementation through collaboration and integration with telephone system expansion for increased communications and patient scheduling abilities capable of utilizing the new technology. Upgraded system wide performance through creative product deployment during which company’s merger expanded the network to 35 locations. Collaboration with the communications manager, telephone service provider allowed us to seamlessly integrated into both computer information systems and telephone systems for a unified experience for office management and the employees.

***Microsoft, Corporate Information System Support***

Transaction Analyst

--/1996 - --/1996

Provided contract position support for the new ITG-CONS helpdesk under development. Responsible for outside business hours monitoring SQL servers for data corruption, SQL Server job success and validate the data input from the Exchange servers was not corrupt implementing the recovery process. Proposed to management new process that was approved and implemented. This stream lined the problem resolution/recovery response time from hours to minutes with improved resource utilization and redelegating of duties and elimination of multiple levels of on call micromanagement.

***Pacific Animated Imaging***

Chief Information Officer

--/1993 - --/1995

Duties/Responsibilities:

· Designed and implemented installation of a secure network companywide where none existed, linked east coast sales and marketing with the west coast developers, graphic artists and designers providing lower maintenance costs.

· Increased communications and collaboration through deployment of Exchange corporate wide providing local and external email and NNTP feeds.

· Decreasing company IT support costs through the remote administration implementation decreasing cost and need of contracting or traveling to east coast office. This included deployment of secure RAS access for management, sales representatives and developers.

· Created and hosted the company’s Internet presence

· Provided budgeting and purchasing guidance for both hardware and software

Additional responsibilities included software evaluation and providing base training while handling the budget for all software, training and hardware purchases.

***PC Craft***

Regional Service Manager

--/1989 - --/1993

Duties/Responsibilities: Responsible for Clone PC and Server production and support covering Washington, Oregon, Idaho, Montana, British Columbia and Alaska. Provided clients with certification training on Hewlett Packard and Intel server systems through remote and on-site delivery. Collaborated regularly with corporate offices and manufacturing in Taiwan to improve product line, supportability and product stability.

***Chevron USA***

Assistant Mgr.

--/1975 - --/1985

Worked as a service station manager responsible for customer satisfaction, hiring and scheduling workers, maintaining station finances, auditing of materials, customer service and problem resolution, sales, ordering, other duties as business needs dictated for the day to day operation of a service station. While in this position I was ranked in the top number 1 & 2 position for corporate station managers in WA, OR and ID until I retired.