

# FRANK KAPLAN

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## PROFESSIONAL SUMMARY

Logical Application Support Analyst with expertise in SQL Server and Oracle-based systems. Offering 17 years of comprehensive experience in monitoring, maintaining and improving systems and applications. Gifted strategist with exceptional ability to research and implement new applications.

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## WORK HISTORY

### Data Support Analyst, 12/2019 to 05/2020

#### LOGOS - Scottsdale, Arizona

- Manipulate connections to printers through proprietary warehouse software using Oracle and SQL Development Studio.
- Moved data from SAP to proprietary database using Excel and SQL Developer Studio.
- Monitor SAP and Application hardware systems for hardware and software failures.
- Install, update, and set up networked printers on clients network
- Use active directory, DNS knowledge, VPNs and specific remote connections to troubleshoot problems with printing labels for chemicals and shipping data for those chemicals to various clients and countries.
- Created updated documentation on client system processes
- Developed means of actively keeping track of daily work using Google Sheets and Excel 2019.
- Used Service Now to track, maintain and update 10-25 trouble tickets per week.
- Corrected any data entry error to prevent later issues such as duplication or data degradation.
- Investigated and addressed print system issues to enhance usability and improve functionality.

### Data Specialist, 06/2019 to 11/2019

#### NTT Data/Honeywell - Tempe, Arizona

- Worked to process software retirement of many systems
- Adapted data from databases and hardware systems to efficiently process and decommission old software with disparate databases.
- Extracted, cleaned, and reloaded data from disparate databases
- Utilized different tools such as JD Edwards - Rhumba 3270, remote desktop, SQL developer, toad, VIM and Excel.
- Moved then loaded data into replacement repositories that used queries created to pull data together in reports

## CONTACT

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## SKILLS

- SQL Server 2000, 2005, 2008, 2012, 2014, 2016, 2017, 2019, and AZURE SQL
  - Database Administration, Reporting, Stored Procedures, T-SQL
  - MS Office 97-2019 and Microsoft 365, Reporting
  - T-SQL, PL/SQL, SQL, DB2
  - Windows 2.0 to 10 Pro
  - Windows Server 2000-2019 and Linux Server support
  - A+ Certification, Active Directory, Printers
  - PL/SQL, T-SQL
  - Data management, Communication Skills, Data Integration
  - Systems Development
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- Helped streamline documentation, export processes, and update procedures for support action consistency.

### **SQL Developer, 11/2017 to 03/2019**

#### **CXT Software - Phoenix, Arizona**

- Managed projects for customizing and reworking canned reports provided to clients using JIRA, Confluence, and other time management tools.
- Used SQL Server 2012, 2014, 2016, 2017 to create custom queries that adapted reporting to custom requirements.
- Used Active Reporting to build reporting from client data.
- Used SQL Server Reporting Services SSRS to create drill down and drill through reporting.
- Created stored procedures with data checks to create data sets used in new reporting.
- Intermingled data received from GPS into reporting for tracking workers on Google.
- Implemented system enhancements to propose, design and develop solutions to fulfill requests and address problem reports.
- Maintained complex T-SQL queries, views and stored procedures in multi-database environment with little supervision.
- Designed and implemented T-SQL queries for reporting and complex solution development.
- Developed, debugged and enhanced existing reports with introduction of new system features.
- Drove data analysis, resolving complex business issues and proposing long-term system solutions.
- Created and Maintained database objects, DDL, created views, stored procedures and managed scripts using Confluence.
- Developed, implemented and optimized stored procedures and functions using T-SQL.
- Improved application's performances.

### **Data Specialist/Support Specialist, 02/2015 to 07/2017**

#### **Justice Trax - Mesa, AZ**

- Organized, managed, set up, deployed, configured and maintained SQL Server 2000, 2005, 2008, 2012 and 2016.
- Created user databases, restored application databases, backed up databases, set up jobs for maintenance and backup.
- Created Schemes, Users, Windows and SQL permissions, applied permissions and lived within those permissions on users, databases and schemes.
- Worked with SQL Server 2012, 2014, and 2016 as it was being tested with application suite.
- Managed, deployed software on workstations workstations
- Worked within client environment from Windows Server 2008, 2012, 2016, within Active Directory, connections to and from different applications.
- Worked with IIS, SSRS and Crystal Reports to update and recreate reporting for clients.

- Validated warehouse data structure and accuracy.
- Collaborated with multi-functional roles to communicate and align development efforts.
- Completed quality reviews for designs, codes, test plans and documentation methods.
- Coordinated troubleshooting support for warehouse personnel.
- Tested software applications and systems to identify enhancement opportunities.
- Mapped data between source systems and warehouses.
- Drove operational improvements which resulted in savings and improved profit margins.
- Handled 3-7 calls per week to address customer inquiries and concerns.

### **IT Support Specialist/Data Specialist, 05/2014 to 02/2015**

#### **SP Express - Phoenix, Arizona**

- Organized, managed, set up, deployed, configured and maintained SQL Server 2008 and 2012.
- Updated and deployed virtual machines on ESXI and VMWare.
- Created Users Accounts, maintained user and network permissions, supported and created mailboxes, supported phone system, security system and cell phones.
- Applications support for warehouse management on Oracle back end databases using crystal reports for reporting.
- Managed, Operated and maintained systems for finance, billing, and archiving shipping information.
- Created Jobs in SQL Server to run SSIS Packages and created reporting in SSRS.
- Manipulated data received from sales partners to cleanse for errors from data transfers.
- Created proprietary system to receive data from sales partners and manage inventory levels.
- Company has been since purchased and is no longer located in Arizona.

### **Software Support Specialist III, 07/2013 to 05/2014**

#### **Micros/Oracle - Scottsdale, Arizona**

- Used VMWare workstation to create environments to run scenarios from tickets to prove errors received in application.
  - Used Oracle 11i and 12c to restore databases retrieved from end user locations
  - Connected databases to application suite to determine application or database fault.
  - Wrote documentation providing insight for errors, when and where it would occur
  - Oracle purchased Micros in 2013-2014 thereby causing Software Support Specialists to not be needed.
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## **EDUCATION**

**Bachelor of Science, Information Technology, 07/2009**

**Kaplan University** - Davenport, IA

**Associate of Science, Computer Information Systems, 02/2006**

**Kaplan University** - Davenport, IA

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## **CERTIFICATIONS**

SSRS - SQL Server Reporting Services

Mastering SQL Server 2016 Integration Services

Oracle 12c SQL Tuning - The Ultimate Guide

Advanced SQL: SQL Expert Certification Course: Oracle Udacity: Database Concepts and Design

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