

IT Director/ Database Administrator IT Director/Database Administrator IT Director/ Database Administrator - National University Services Roanoke, VA Work Experience IT Director/ Database Administrator National University Services - Roanoke, VA November 2014 to Present Manage IT and Software Support departments, including network administrator, systems administrator, desktop and software support staff Manage network and telephone systems for all 21 locations (KY, TN, OH, IN, VA, WV) Build custom reports for university staff using SQL Server Reporting Services (SSRS) and Crystal Reports Manage and implement new software applications Gather data for monthly and annual reporting to accreditor and Department of Education Manage and schedule all software upgrades and patches, including student information system (SIS) SIS application maintenance including building out new academic programs, terms, scheduling, and GPA evaluation tables in SIS software Manage and maintain student portal Manage and maintain document imaging software Manage and maintain university's customer relationship management database (CRM) Integrate university's CRM with SIS Write training manuals and documentation for IT department, users, and students Rebuilding / Monitoring the indexes at regular intervals for better performance Experience in using SQL Server Profiler, SQL Server Agent, and Database Engine Tuning Advisor(DTA) Migrated SSIS packages from SQL Server 2008 R2 to SSIS 2012 Application Development Coordinator/ Database Administrator National University Services - Roanoke, VA May 2006 to October 2014 Managed Software Support department and software support staff Built custom reports for university staff using SQL Server Reporting Services (SSRS) and Crystal Reports Managed and implemented new software applications Gathered data for monthly and annual reporting to accreditor and Department of Education Managed and scheduled all SIS upgrades and patches Provided training for new software applications Provided new hire training for existing software applications, including SIS Wrote training manuals and documentation for IT department, users, and students Software Application Support Specialist National University Services - Roanoke, VA June 2005 to April 2006 Assisted with implementation for new software applications Provided user training and support Created logins for new users Wrote training manuals and documentation for IT department, users,

and students    SIS application maintenance including building out new academic programs, terms, scheduling, and SAP tables in SIS software Assistant Compliance Department - Roanoke, VA June 2003 to June 2005    SIS application maintenance including building out new academic programs, terms, scheduling, and SAP tables in SIS software    Assisted with annual reporting for state and federal agencies    Assisted with new program application submissions to state agencies and accreditors    Evaluated new instructor transcripts to ensure that they met accreditation standards for teaching courses at the college Education M.S. in English Radford University - Radford, VA B.A. in English Radford University - Radford, VA Skills Database (10+ years), MICROSOFT SQL SERVER REPORTING SERVICES (10+ years), MSSQL Server (10+ years), SQL (10+ years), SQL Server (10+ years) Additional Information Technical Expertise    Databases: MSSQL Server 2012, 2008, 2005    DBA: database administration of MS SQL Server 2012, 2008, 2005    Report building tools: SQL Server Reporting Services, Crystal Reports    Operating Systems: Windows Server 2012, 2008, 2003

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