

Platform Solutions Analyst, Keyfactor Platform Solutions Analyst, Keyfactor Platform Solutions Analyst, Keyfactor North Canton, OH Work Experience Platform Solutions Analyst, Keyfactor Keyfactor February 2019 to July 2019 Troubleshooting PKI solutions & certificate management PowerShell script to automate pausing / resuming of alerts Maintenance on Virtual Machines within Azure environment Database Administrator Safeguard Properties, LLC November 2016 to January 2019 Database Administration - Oracle 11.2, 12.1, 12.2, and 18c support SQL Server 2012, 2014, and 2016 including SSMS and SSRS Support Oracle RMAN, Performance Tuning, Standby Creation, Real Application Clusters Support, and Replication Linux/Unix Administration - Oracle Enterprise Linux, Red Hat Enterprise Linux, and CentOS 6 and 7 support Programming & Shell Scripting in support of Production Databases Authored many scripts in support of Production and preproduction database environments. Performed entitlement and security reviews and adhered to SOC procedures Modified other reports to embed the data in the email using html code in place of attachments Documented Procedures, policies, client requirements for applications 24x7 On-call support for all of Safeguard's production databases on a team keeping near 100% uptime in an agile environment Expert level SQL knowledge. Supported Oracle Apex environment with many production applications leveraged by Safeguard and its clients. Interfaced with clients on requirements, wants, needs & layout feedback for applications in the Oracle Apex Environment SolarWinds, Email/Outlook/Exchange support Heat/Ivanti ISM support & Maintenance Service Desk Analyst Safeguard Properties, LLC November 2012 to May 2017 Provide desktop and mobile support to employees, clients and vendors on various software and mobile applications; this includes Microsoft, proprietary products, and web and mobile products; some networking troubleshooting Also handle special projects for supervisor: reword custom messages; create new distribution lists; edit/simplify documentation of staff duties. Point of Contact when Management out of pocket Run bridge calls when issues required it Created how to documentation Safeguard Properties, LLC June 2013 to November 2016 Android / Java programming in support of Safeguard's award-winning mobile platform Project Management and Integration support in a fast pace development environment Exposure to iOS / Swift Programming Documented procedures,

policies & application functions Created how to documentation IT Support Best Energy Solutions
November 2011 to October 2012 Education Associate Degree in Information Technology Stark
State College - North Canton, OH June 2015 Associate Degree in General Studies Ohio Valley
University - Parkersburg, WV January 2013 Skills DATABASE ADMINISTRATION, DATABASE,
ORACLE, PL/SQL, SQL, DBA, Sql Db, Oracle Db, Sql Server, MYSQL

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