

Advanced Repair Agent Advanced Repair Agent Advanced Repair Agent - Geek Squad, Best Buy Smyrna, GA Work Experience Advanced Repair Agent Geek Squad, Best Buy - Smyrna, GA August 2015 to Present Maintained, repair, and service client technology and devices. diagnose technology issues and create robust solutions as needed. Performed backup for other agents. Assigned help desk ticket request to appropriate IT resources to resolve incidents that were beyond the scope of my ability or responsibility. Secure the availability of efficient services for the University needs including desktop management, email / Wi-Fi / LAN / WAN systems management, and data center supervision. DATABASE ADMINISTRATOR Accelerated Design, Inc - Tucker, GA June 2013 to March 2016 Administered, maintained, developed and implemented policies and procedures for ensuring the availability, performance, and integrity of the company database. Mentored and acted as the "go to person" for other Database Administrators. Assisted data modeling to design and implemented data structures which meet the business requirement for timely, accurate data Promoted data quality and enforce data integrity. Resolved database performance issues, capacity issues, replication, and other distributed data issues Determined user requirements, set up and tested computer databases, and coordinated changes Interacted with development and end-user personnel to determine application data access requirements, transaction rates, volume analysis, and other pertinent data required to develop and maintain integrated databases JUNIOR DATABASE ADMINISTRATOR Axiata Group Berhad - Kuala Lumpur April 2012 to January 2013 Installed, configured and maintained 2008R2, 2012 and 2014 SQL Servers, virtual and standalone environments. SQL server performance tuning, backup and recovery, replication, index maintenance, security, and troubleshooting. Developed moderate stored procedures, views, user defined functions, indexes, and constraints. Building database schemas, tables, procedures and managing permissions. Implementing policy base management. Installing and deploying databases. Successfully engaged in various DR (Disaster Recovery) efforts for customers. Developed and supported Relational Database Management Systems (RDBMS). Knowledge of Microsoft Office Suite. Analyzed Query statements by using Estimated Execution plan, Tuning Advisor. Monitored and maintained database performance and

identified/recommended areas that can be improved. Database creation and design. Performed backups, recovery, performance tuning, index maintenance, disk storage, and database shrinkage.

Computer / Software: ITIL, COBIT, HTML5, CSS, JavaScript, JQuery, Bootstrap, PHP, WordPress, SQL, Apache, Java, Oracle, MS SQL Server, Relational Databases, Mysql Windows XP/Vista/7/8, Business Systems, Security, LAN/WAN, Hardware/Software, Business Systems, Analysis, Research, SDLC, Web Tools, MS Office (Word / Excel / PowerPoint / Access), Visio Education Master of Science in Software Engineering Kennesaw State University - Marietta, GA May 2016 Master of Science in Information Technology Kennesaw State University - Marietta, GA May 2014 Bachelor of Art in Theology Islamic University in Medina February 2010 Additional Information Skills and Capabilities Oracle 10g/11g/12c Database Administration Performance Tuning & Capacity Monitoring Data Security, Backup & Recovery Standby/Failover Administration Oracle RAC & ASM Administration/Installation Oracle Forms and Reports Development Database-Backed Web Solutions SQL Tuning in an Oracle Environment

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