Technical Support Technical Support Technical Support - SentryOne Matthews, NC Work Experience Technical Support SentryOne 2018 to Present   Act as entry level BI consultant for customers utilizing the SentryOne components.   Demo and develop BI packages for team members to instruct them on how to create and deploy SSIS packages.   Utilized SQL Server experience to successfully integrate SentryOne monitoring application on production and development servers   Worked with customers to allow software access across non-trust domains, reduce monitoring gaps between servers with wide geographical separation, and provide guidance on performance tuning techniques utilizing the SentryOne application   Created and developed custom SQL queries for unique environments to maximize SentryOne reporting services.   Basic C# programing for Script Tasks within Visual Studio   Assisted customers in SSIS productions and development utilizing Task Factory components Captain Army National Guard - Charlotte, NC 2011 to Present   Leader in the military. Expert in the field of risk management, leadership, logistics, and equipment.   Plans Officer responsible for future operations planning as far out as up to 120 days Expert in public speaking and documentation productions with details instructions and guidance Always ready to protect and serve my country at a moment's notice.   Logistics coordination: in transit visibility, Shore to Shore logistical management, and IF bar readings. Product Specialist Wells Fargo 2017 to 2018   Working with SQL Server 2014 to ensure that account balances are set up correctly   Utilize the Intellimatch application to swiftly update SQL Server information including users, logins, and account information   Working in a highly regulated environment to update account balances, account information, and delete general ledger information.   Apply a publication application to update end-of-day and end-of-month account information. Jr Database Administrator Remote Database Experts 2016 to 2017   Tasks include RDP/VPM/SSH methods to log into client servers and troubleshoot/resolve operating systems and database related issues   Installation and scheduling of monitoring services through batch files.   Direct interaction with various clients through e-mail and phone for 24/7 remote support using Big Brother and Solarwinds monitoring services.   Troubleshooting MSSQL issues which include coding backups, SQL scrips, batch files, network issues, data mining, T-SQL, high availability and disaster recovery, and monitoring CPU

and memory usage levels.   Monitoring and addressing AlwaysOn, Mirroring, and Log Shipping Experience working inner/outer joins   Perform server/instance reporting through client requested assessments IT/Engineering Technical Recruiter ATR International 2015 to 2016   Nationwide professional placement of both IT and Engineer professionals.   Process direct hires, contract work, and contract to permanent placement.   Responsible for interviews, pay negotiations, and contractual compliance.   Work with potential employees for full cycle Team Lead Recruiter Carolina Construction Solutions - Charlotte, NC 2013 to 2015   Recruiter that specializes in construction. Responsible for managing hundreds of workers across several states, organization of personal documents for processing, and parsing resumes.   Negotiated pay, organizing travel, preform background checks and process drug screenings. Education MS in Information Systems Liberty University 2020 BA degree in Political Science University of North Carolina at Charlotte - Charlotte, NC 2013 Skills Sql, Batch files, Scripting, Security, Excel, Outlook, Powerpoint, Word, Windows 2000, Windows 7, Mac, Osha

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