Database Administrator I Database Administrator I Panama City, FL Authorized to work in the US for any employer Work Experience Database Administrator I CACI - Panama City, FL April 2015 to Present   Assists in the design and definition of basic databases, access methods, access times, etc.   Create SQL & PL/SQL scripts to meet new development needs.   Perform all managements tasks in relation to a database environment. Cloning, Importing, Deleting, Upgrading, etc. Database Administrator TEKSystems - Panama City, FL October 2014 to April 2015 Working with CACI as a Database Administrator on a 6 month contract-to-hire position. Customer Service Representative Don Hood Insurance - Panama City, FL February 2013 to October 2014   Assist customer base with policy endorsements, new business quotes, and account maintenance.   Monitor website analytics and perform maintenance as needed. Statistical Quality and Unified Analytics Sprint - Panama City, FL 2010 to 2012   Monitor and grade calls from multiple lines of business and provide feedback to be used for coaching/training opportunities.   Root Cause Analyst   Use Data Analysis and reporting to identify business trends. Document business issues and financial implications to improve work-flow processes. Premier Care Management Sprint - Panama City, FL October 2007 to 2010   Resolve customer concerns regarding billing, account maintenance and technical support.   Provide additional floor support handling specialist questions and high level customer escalations when needed.   Member of the call center Spirit Team working to increase center morale and community involvement.   Frontline Senior   Assist team Supervisor with reporting, team communications, trending, facilitation of meetings, training and incentives. Assist team members with questions and escalations to achieve issue resolution targets.   Helpdesk   Assist specialists with questions, escalations and repeat callers to achieve site issue resolution targets. Monitor and respond to customer inquiries and provide team reporting on a daily basis. Education BS in Information Technology Management Gulf Coast State College - Panama City, FL 2014 to 2017 AS in Software and Database Development Gulf Coast State College - Panama City, FL 2010 to 2014 Skills Microsoft Office (10+ years), Oracle SQL (2 years), Oracle PL/SQL (2 years), MySQL (1 year), PHP, PHP (1 year), Toad (2 years), Linux (1 year) Awards Student of the Year 2014 Student of the Year: Software and Database Development 2013-2014

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