

Systems Specialist II Systems Specialist II Systems Specialist II - Leidos Tacoma, WA Over 10 years of experience in data/record management, data analysis, reporting, administrative and bookkeeping management. Work Experience Systems Specialist II Leidos - Bremerton, WA April 2019 to Present Assist end-users with questions, problems, and requests for support. Convey problems to appropriate individuals based on established guidelines and procedures. Software Support Specialist III CQuest (formerly Starling Systems) - Olympia, WA March 2010 to November 2018 Database Administrator Jr level CQuest (formerly Starling Systems) February 2007 to March 2010 Intermittent) Provided database administration and operations support for the WIC (Women, Infant, Children) program systems for the states of Kansas, New Hampshire, Hawaii, and the Inter-Tribal Council of Arizona (ITCA). Monitored daily operations of scheduled activities such as replication, mobile WIC database check-in/check-out, and data exchange with two WIC banking services. Account Security Management (Manage users, user feature security, and user data security requirements; Manage activation and de-activation of user names and passwords) Defined, implemented, and documented internal procedures and processes. Researched and implemented database migration procedures. Performed data administration and database architecture changes. Performed database backup and restoration; data analysis and verified data integrity; database analysis and tuning. Assisted with the development, testing, and support of internal and user acceptance testing. Provided assistance in deployment of statewide implementations of application releases. Prepared status reports (daily/weekly), monthly operation reports, and other documentation; developed and ran system queries and reports using SQL. Analyzed, diagnosed, and provided Tier III technical support and assisted with problem resolution on help desk calls; monitored help desk incident tickets to ensure all open tickets came to full resolution. Collaborated closely with multiple departments to maximize workflow and efficiency, including IT and Business Development departments. SalesLogix Administrator PAR3 Communications - Seattle, WA June 2006 to December 2007 Intermittent) Managed SalesLogix users, user feature security, and user data security requirements. Devised data management policies to maintain the integrity of the Sales and Marketing databases. Simplified and streamlined

Daily Sales reports by reducing run time from 3 hours to 15 minutes. Developed and ran system queries and reports using Excel, Access, Crystal Reports, SQL and VB 6.0 Incorporated Crystal Reports into Excel spreadsheets, some using macros, for more flexibility and changing abilities.

Sales Database Support Administrator NoteWorld - Tacoma, WA April 2001 to June 2006 Intermittent) Managed SalesLogix users, user feature security, and user data security requirements. Defined, implemented and documented internal procedures and processes (e.g., sales process, entering new contact information). Researched and implemented Sales database migration from TeleMagic to SalesLogix. Performed administration and database architecture changes on both TeleMagic and SalesLogix databases. Created instruction manual and performed training on the system on both TeleMagic and SalesLogix databases. Designed and implemented the TeleMagic Sales database.

Data Analyst Tiny Computers, Inc - Tacoma, WA May 2000 to March 2001 Designed and scheduled Crystal Reports to run for Daily Sales of 48 showrooms in 5 regions to run and export into nightly and daily reports.

Education Certified Administrator Tacoma Community College - Tacoma, WA Clover Park Technical College - Tacoma, WA Skills ADAPTIVE SERVER, DATA ANALYSIS, DATABASE ADMINISTRATION, DATABASE, MS ACCESS, MS SQL SERVER, SQL SERVER, REPLICATION, SQL, SYBASE, SYSTEMS DESIGN, CLIENT/SERVER, SYSTEMS ANALYSIS, VISUAL BASIC, CRYSTAL REPORTS, WEB BASED, SAP, WINDOWS 95 Additional Information Technical Proficiencies SQL Adaptive Server Enterprise Systems Design SQL Remote SAP Crystal Reports Data Analysis MS SQL Server Client/Server Development MS Access Database Replication Database Conversion Visual Basic Sybase Database Administration Web based Applications SQL Anywhere Systems Analysis Windows 95, NT, 2000, XP, 2007, 2008, 10

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