

Technical Support Engineer/ Implementation Consultant Technical Support Engineer/
Implementation Consultant Technical Support Engineer/ Implementation Consultant - Agilquest
Richmond, VA Work Experience Technical Support Engineer/ Implementation Consultant Agilquest -
Richmond, VA October 2017 to Present Install, maintain and support Windows and SQL Servers
(2003 -2017) Perform backups, patches, routine audits and tuning of windows servers Add,
remove, and update user account information Build and maintain SQL Scripts for data loads at an
enterprise level Create, and maintain internal environments through VM-Ware, V-Sphere
Develop and maintain standard operating procedures documentation Engineer and lead software
implementations and system upgrades to include MS exchange integration, mobile applications
(iPhone/Android), server setup, reports on SSRS, Federation Service (ADFS, Ping), Cisco, Avaya,
PeopleSoft, Active Directory and custom integrations for Global customer base. Coordinate
technical resources and third parties/vendors for execution of projects. Lead training development
and customer training sessions manage client technical infrastructure and tier 2/3 life cycle support.

Act as a liaison between customers and Product Management by communicating client issues and
needs Resolve technical issues by understanding the customer's operational and technical
requirements and translating it to a system solution. Work with Stakeholders, Project Managers to
identify business needs and determine solution options Automation Analyst Chesterfield County
Utilities - Chesterfield, VA January 2017 to September 2017 Maintenance of automation process
created in SQL Hardware and software maintenance Use of PowerShell scripting to create
reports to place in SSRS Database Administrator Virginia Union University - Richmond, VA February
2016 to January 2017 Provided routine maintenance check of SQL servers Created stored
procedures and triggers Performed basic ETL duties using MS Access Created reports in SSRS
and SYSBASE to analyze data Imported users in active directory Junior Systems Administrator
Wells Fargo - Glen Allen, VA January 2015 to January 2016 Respond to PAC tickets Provide
server and database roles to personnel Submit requests for system enhancements Junior
Database Engineer US Army - Fort Lee, VA November 2013 to December 2014 Provide
assistance with ETL from Oracle to SQL Provide results of web application testing Creation of

store procedures and maintenance plans Education Bachelor's Degree in Database Programming in Database Programming ECPI University November 2013 Skills SQL (5 years), SSRS (2 years), T-SQL (3 years), EXCHANGE (2 years), SSMS (5 years), Customer Service (10+ years), Desktop Support (3 years), Database Administration (4 years), Database Management (4 years), Implementation (3 years), Application Development (2 years), Quality Assurance (3 years), Information Technology (6 years), Management (2 years) Additional Information Technical Proficiencies Platforms: Windows Server, VMWare, vSphere, Windows Desktop, Linux (CentOS, Ubuntu), Mac OS Tools: Zendesk, ConnectWise (Ticketing system), Room Wizard Administrative Console, PutTy, SSMS, SSRS Servers: MS Exchange 2003 - 2016, Exchange 365, MSSQL, Windows Server 2003 - 2017 Cloud Platforms: Azure, Rackspace Programming Languages: HTML, CSS, XML, T-SQL

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