

Database Administrator Database Administrator Database Administrator - SECURITY IDENTIFICATION SYSTEM CORPORATION Royal Palm Beach, FL Dynamic, self-motivated professional committed to becoming an expert in the ever-growing IT industry. Highly Skilled in:

Network Configuration/Troubleshooting Windows Server Installation/Post Directory Services Virtualization Group Policy Performance Monitoring/Maintenance PC Repair/Configuration Data Security, Backup & Recovery SQL Queries/Commands Project Management Supervisory Experience Workforce Management Development training Product Development Organizational Planning Device Operations Analytical Problem Solving Work Experience

Database Administrator SECURITY IDENTIFICATION SYSTEM CORPORATION May 2018 to Present Firebird and SQL Database Installation and management ? Server and Client Workstation Installations ? Install, configure, troubleshoot Proprietary software ? Installing, configuring, and troubleshooting VPN client ? Manage/Update call ticketing system ? Client training and support ? Configure and troubleshoot PC hardware ? Identify potential project risks and create a risk management plan ? Negotiate with clients on an appropriate schedule and scope of work IT Project Manager AT&T Mobility, PROFESSIONAL-SOFTWARE DELIVERY PROJ MGMT October 2012 to March 2018 Able to lead and motivate team from initial idea to Project Close ? Able to negotiate with clients on an appropriate schedule and scope of work. ? Research, forecast and organize vision meetings, for client requested projects. ? Review and contact all needed project participants to ensure successful project kickoff ? Establishes target delivery dates and ensures teams are aware and aligned ? Manage project financials ensuring budget planning and execution ? Develop project plan working with project teams and key stakeholders ? Identify and overcome issues using conflict resolution. ? Identify potential project risks and create a risk management plan ? Able to perform Scrum Master role to manage complex products ? Utilize all appropriate tools to capture, track and update project progress

Accomplishments: Assisted project managers in achieving higher compliance rating with Sarbanes-Oxley Act data-related regulations by performing clear informative Friendly Audits Drive successful delivery of Programs and Projects. Assist Project managers and Program Managers in keeping Projects and Programs with the most updated

information available for leadership      Build collaborative relationships with internal and external entities to enhance productivity. Identified and addressed gaps that improved work relationships which allowed for seamless work activity. Sr. Specialist / Customer Ops AT&T Mobility, PROFESSIONAL-SOFTWARE DELIVERY PROJ MGMT - Atlanta, GA October 2012 to October 2012    Project Lead    ? Install and configure computer hardware operating systems and applications    ? Set up new users' accounts and profiles and deal with password issues    ? Remote support for end user issues    ? Research, organize, troubleshoot and document processes for new incubated products/devices    ? Review test and evaluate the functionality of new customer facing applications before release    ? Troubleshoot highly technical AT&T Network related issues as it pertains to end user problems and convey troubleshooting information to all pertinent departments downstream    ? Manage high level executive escalations regarding all nature of AT&T Mobility products and services including Office of the President.    ? Troubleshoot Call Center PC hardware and application related issues along with network connectivity related issues    ? Setup and/or troubleshoot Call Center telephony equipment to ensure Call Center availability    ? Monitor and coach, analysts on how to achieve and retain successful numbers for day to day operations.      Accomplishments:      Project Lead for New Hire Training Curriculum creation and revisions resulting in an increased knowledge level for all PMC New Hire Classes      Project Lead for the creation and implementation of PMC New Hire Nesting Curriculum, a 3 week training course designed to ready PMC New Hire employee for call taking      Project Coordinator for PMC FLOOR SUPPORT team consisting of multiple projects designed to improve efficiency department-wide Service Technician EcoComp - Atlanta, GA March 2008 to June 2010    Installed T1, Analog and DSL lines for business customers within Metropolitan Atlanta territory      Extensive knowledge with GPRS/EDGE/SMS/MMS devices as well as PC Wireless Cards, Windows Mobile devices, RIM devices and GSM/UMTS handsets      Coordinated with customers and central office staff in order to troubleshoot problems that arise      Accomplishments:      Training Service Technician Lead for all new hires Retail Merchandising Rep Samsco - Atlanta, GA September 2006 to March 2008    Perform on-site detailed chemical analysis for over 30 accounts in the North Georgia area      Create detailed reports via Microsoft Word and

Excel to present to local management per location providing recommendations for continued treatments and/or changes that should be made    Contact engineering firms regarding upcoming projects and place business proposals based off of industrial blueprints to gain new business or service    Accomplishments:    Retail Merchandising Rep of the year 2007 Sales Associate Bellsouth Telecommunications - Miami, FL October 2000 to May 2006    Recommended and sold Data, Voice, Wireless and Digital TV products and services    Handled and resolved customer service issues and exceeded customer care commitments    Continuously met and exceeded aggressive sales quota    Effectively utilized customized sales techniques to negotiate and close the sales    Partner with Sales Coach to observe and coach employees, providing feedback around sales technique effectiveness and providing excellent customer service    Accomplishments:    Sales team Lead Education Associate in B.S. Computer Networking Systems Devry University - Atlanta, GA 1990 to 1994    Skills    Comptia, Sharepoint, Mobile devices, Provisioning, Problem solving, Network provisioning, Associate, Excel, Microsoft office, Outlook, Powerpoint, Word, Windows xp, Mac Additional Information Technical Skills / Proficiencies    Highly experienced Customer oriented professional, interacting with all levels of the organization and public.    Microsoft Technology Associate Certified    CompTIA A+ experience    Excellent problem solving and negotiating skills.    In-depth knowledge of Project Management Processes    In-depth knowledge of Project Management Tools    In-depth knowledge of Mobility 4G/LTE network and troubleshooting    Troubleshooting Expertise Consumer Services including Software and Network Provisioning and Connectivity    All Mobile Devices and their Operating Systems    Windows XP, Vista, 7, 10 Operating Systems, Mac OSX    Microsoft Office - Excel, Word, PowerPoint, Outlook, SharePoint

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