

Senior Analyst - Transportation Security Administration (TSA) Senior Analyst - Transportation Security Administration (TSA) Senior Analyst - Transportation Security Administration (TSA) - Accenture Federal Services Silver Spring, MD Authorized to work in the US for any employer Work Experience Senior Analyst - Transportation Security Administration (TSA) Accenture Federal Services - Calverton, MD June 2013 to Present Tier 2/3 customer support Phone/Email Support Resolve (Incidents, Problem, Administrative or Development) Tickets Manage ticketing assignments Manage Operation tickets (Remedy service desk ticketing system) Generate Reports on ticket status Query SQL database for customer request, system failures, or for reports Participate in weekly conference calls Create/modify/delete user accounts (Active Directory & Vertical Machines) Database Administrator/ IT HelpDesk Specialist - Office of Inspector General (OIG) Department of Commerce - Washington, DC June 2012 to September 2012 Provided Customer service to end users Established the needs of users, monitored users access and security Maintained data correction logs Troubleshoot and resolved production issues Managed database security Managed database directories Controlled permissions and privileges for users Installed new applications and customized existing applications Participated in weekly maintenance schedule for infrastructure Published Technical documents Managed and Maintain Oracle Database 10g Developed weekly Crystal Reports Updated posting on SharePoint Intranet Website Database Analyst/ IT HelpDesk Specialist - Transportation Security Administration Department of Homeland Security - Crystal City, VA May 2011 to April 2012 Crystal City, Va May 2011- April 2012 Database Analyst/ IT HelpDesk Specialist - Transportation Security Administration (STIP Program) Managing users profile in an oracle database environment. Created users and assigned them into their proper groups as requested Query against oracle database to trouble shoot users profile, servers, equipment, & reports Provided support deploying Government owned equipment via (STIP) application Managed trouble shooting records using Altiris Service desk ticketing system Coordinated with multiple agency administrators to ensure proper replication and integrity of data flow Responsible for providing expert technical services Education Bachelor of Science in Management Information Systems SAINT FRANCIS UNIVERSITY

- Loretto, PA 2010 Skills SQL (3 years), Visual Basic (2 years), Oracle SQL (2 years), Linux (1 year), Sql Server (1 year), Database Administration (Less than 1 year), Database Management (Less than 1 year), Sharepoint (2 years), Microsoft Excel (3 years), MySQL (1 year), Customer Service (4 years), Analysis (3 years) Additional Information I am an IT professional with a background working on high-priority projects. I am exceptional at problem solving and decision making with progressive experience in computer system enhancement along with consumer relations and organizational management. I am looking for an Administration job which may range from Systems Administration, Database Administration or Help Desk Administration. I am willing to travel/relocate. I actively hold a Secret Clearance (Last investigation 2012).

TECHNICAL SKILLS

- SQL Server R2
 - o Creating tables using (SQL)
 - o Inserting data into tables and Updating existing data into existing tables (SQL)
 - o Creating stored procedures and running existing stored procedures (TSQL)
 - o Exporting data for reports
- Visual Basic
- Microsoft Office suite
- SQL writing (Entry Level)
- o Oracle 10g Database Administration Experience on Windows and Linux Platform
- o Oracle 11g upgrades on Windows and Linux Platform
- o MySQL Administration on Windows and Linux Platform
- Linux Administration and Shell Scripting Experience
- SharePoint training

Name: Melissa Baird

Email: smalltina@example.org

Phone: 4824658556