

# Alex Dang

## Database Administrator - AmTrust Financial Services Inc

Ann Arbor, MI - Email me on Indeed: [indeed.com/r/Alex-Dang/08f81a2d4f950e66](https://www.indeed.com/r/Alex-Dang/08f81a2d4f950e66)

To improve my skill set as a Database Administrator and find challenges to help me grow.  
Authorized to work in the US for any employer

### WORK EXPERIENCE

#### Sr Database Administrator

AmTrust Financial Services Inc - Cleveland, OH - November 2015 to Present

- Provide support/services for a multitude of MSSQL Servers
  - MSSQL 2005, 2008 R2, 2012, 2014 & 2016
  - Production and development environments
  - Setting up and maintain mirroring
  - Provide support on site and remote
- SQL Server Replication
  - Set up and maintained Transactional and P2P replication
  - Use of separate distribution server
  - Maintaining minimal lag
- SQL Server Reporting Services
  - Set up SSL
  - Investigate reporting processing & mailing issues
  - Maintain permissions on production and development reporting servers
- Installation of MSSQL
  - Installation of MSSQL 2005, 2008 R2, 2012, 2014 & 2016
  - Configuration of multiple instances on same server
- Backup and restore
  - Use T-SQL, SQL Jobs and CommVault for backups and restores
  - Balance backup jobs to minimize failures and development needs
  - Use of backup scripts for permissions and indexes
  - Regulate drive space on mount points for data and logs
- Regulate permissions per server and database for users and groups
  - Distributed rights based on role and needs
  - Create database restore jobs with steps to restore permissions
- Manage packages
  - Importing new packages into development/production environments
  - Export packages as needed
  - Open packages for troubleshooting
  - Use of ETL servers for managing packages across different SQL versions
- Troubleshooting
  - Experience with using IDERA SQL Admin Toolset
  - Use of queries to find database issues
  - Finding and eliminating blocking queries
  - Use of verbose logging when necessary
  - Shrink databases and reduce VLF logs as needed
  - Off hours maintenance to reduce index fragmentation and checkdb

- PowerShell scripts to run reports

### **IT Coordinator/Database Administrator**

Johnson Controls Inc - Northwood, OH - July 2012 to November 2015

- 1st shift IT support for JIT Plant
  - Support of three JIT separate production lines/shipping systems (between two companies) simultaneously on average of 6 days, ~60 hour work weeks.
  - Installation of new servers, iLO Ports, and network configurations for production usage
  - Administration of local facility network drives, files, network printers, and local user access rights
  - Maintain proper access level for users throughout facility per Server and Active Directory
  - Support/troubleshoot Windows Server 2003, 2008, and 2012
  - Maintaining Microsoft SQL Server 2008 and 2012 including backup and recovery, adding new tables, modifying data through query
  - Troubleshoot end user related hardware and software issues
  - Support of Windows applications including Microsoft Office 2007, 2010 and 2013
  - Use of Windows Server Backup
  - Maintain virtualized server clusters through Hyper-V software
  - Support XP and Windows 7 based laptops, desktops, and Thin Clients
  - Image and configure employee laptops/desktops based on their role within organization
  - LAN configuration of various laptops, desktops, and SmartCart radios
  - Set up, deploy, and maintain Thin Clients, scanners, and printers for use in production
  - Use of proprietary network backup software for production use PCs
  - Repair and upgrade hardware as necessary per failures/redundancy
  - Install, manage, and provide support for proprietary software used on production lines and on employee PCs
  - Use, installation and maintaining of RFID badge readers for software security
  - Manage and navigate through SQL and Oracle databases
  - Make decisions to avoid causing down time to customer
  - Improve processes and functionality regarding everyday activities
  - Create effective documentation on:
    - \* Processes (How to)
    - \* Troubleshooting Guides
    - \* Maintenance checklists

### **Desktop Engineering and Administration Technician**

University of Toledo - Toledo, OH - September 2011 to May 2012

- Provide Tier/Level 3 IT Support for UT Main Campus and the Health Science Campus
  - Monitored and provided support to over 12,000 on both campuses through SCCM
  - Ticket monitoring using BMC Remedy, Remedy Projects, and iSupport software
  - Supported XP, Windows 7 (x32 & x64), OSX based machines
  - Upgraded and migrated PCs as needed
  - Created groups and organized computers within Active Directory for each college
- System Administration
- Application packaging and distribution through SCCM
- VB Shell Scripting
- Creating/editing images through SCCM
  - Found drivers for different PC models and installed them through scripts within images

### **PC/LAN IT Technician**

University of Toledo - Toledo, OH - September 2010 to September 2011

- Provide Tier/Level 2 IT Support in a hospital environment for physicians and nurses
  - Tracked trouble tickets through BMC Remedy software
  - Software support including Microsoft Office 2007 & 2010 upgrades
  - Updated mailboxes in Microsoft Outlook
  - Hardware support for HP, Dell, Apple machines
  - Customer backup image creation and restoration
- Troubleshooting network problems
- Troubleshooting PC system/software problems
- Set up new machines/printers

## EDUCATION

### **Bachelor of Science in Information Technology in Information Technology**

University of Toledo - Toledo, OH

September 2007 to 2012

## SKILLS

Database (4 years), databases (4 years), MS SQL SERVER (4 years), SQL (4 years), SQL Server (4 years)

## ADDITIONAL INFORMATION

### Technical Skills

- Manage and use of SQL and Oracle databases
- Experience with Microsoft SQL Server 2005, 2008 R2, 2012, 2014 and 2016
- Maintaining SQL Server replication, mirroring and SSRS
- Use of IDERA tools, FogLight, and Dynatrace to troubleshoot database issues
- Experience in implementing, maintaining, and refreshing servers
- Use of Active Directory to organize computers and users within multiple domains
- Ability to provide efficient Just In Time (JIT) solutions when needed
- Troubleshooting ticketing systems, BMC Remedy, and ServiceNow software
- Maintain virtualized servers through Hyper-V
- Basic programming knowledge (HTML, CSS, JAVA, VBS, XML, PHP, MYSQL, SQL, LINUX)
- Basic PowerShell script knowledge
- Networking using Switches and Firewalls while also using tools such as Wireshark and Zenmap
- Troubleshoot network connectivity related issues
- Troubleshooting experience with XP, Win7, Win10, Windows Server 2003, 2008, 2012, OSX, and Linux
- Usage of UltraVNC, Remote Desktop Client, Remote Desktop Viewer, TeamViewer, and VMware
- Demonstrates strong customer communication
- Conversant in Cantonese