

James Sowden

McMurray, PA - Email me on Indeed: [indeed.com/r/James-Sowden/6c1beaaa25474e41](https://www.indeed.com/r/James-Sowden/6c1beaaa25474e41)

- Motivated and results-driven professional with over 15 years' experience in the Information Technology field.
 - Skilled at learning new concepts quickly, working well under pressure, and communicating ideas clearly and effectively.
 - Expertly manage technical support operations, diligently troubleshooting issues to identify root causes and prevent recurrence.
 - Can effectively and efficiently work in a group or independently.
- Authorized to work in the US for any employer

WORK EXPERIENCE

Database Manager - Database Platform Engineering

- 2016 to Present

- Manage a team of DBAs across multiple technologies (SQL, MySQL, and Oracle)
- Manage 40+ active database projects
- Manage support for 80+ applications and 1200+ databases
- Coordinate issue and problem resolution
- Strategically reallocate resources to ensure projects are completed on time.
- Manage the Technology and Enterprise Architecture groups database Business Continuity events.

Business Analyst/Project Lead - Database Platform Engineering

- 2014 to 2016

- Instrumental in developing a capacity management process
- Coordinated Oracle and SQL server builds, ensured they were built within Database Platform standards, and ensured they were turned over, in a timely manner.
- Coordinated issue resolution efforts.
- Managed project Go-Live meetings for all of the database projects.
- Managed bi-monthly project status meetings.

System Analyst/Project Lead

UPMC Western Psychiatric Institute and Clinic - 2009 to 2014

- Manage IT projects which include testing and deploying IT hardware and software solutions for all of WPIC's facilities.
 - Project lead for Xerox Printer Optimization project. Instrumental in keeping the team organized and project on track
 - Project lead for network upgrade project. Tasked with being a liaison between the hospital and Alcatel Lucent, gather data requirements, and ensuring all devices met the minimal standards for the new equipment.
 - Project lead for Digital Signature Pads and Dragon Dictation. Tasked while managing the entire lifecycle of both projects.
 - Project lead for our EMR upgrade project. Tasked with monitoring testing and coordinating with programmers in order to get issues resolved before Go-Live.
 - Project Lead for an application re-write project for one of the groups at Western Psych.
- Use SQL queries to: analyze and modify data, develop custom views, Crystal reports, and to utilize advanced features of the EMR.
- Works with ISD staff, clients and/or vendor staff to deploy production applications.

- Provide ongoing troubleshooting, support, and maintenance of production applications; including

Team Lead

LANTek - 2009 to 2009

to 2009

- Performed duties of the Team Lead for the UPMC Mass Deployment initiative at UPMC Western Psych.
- Maintained the daily status reports.
- Performed fixes for any type of software or hardware configuration errors with the new PC.
- Made sure all users were comfortable with their new PCs and any configuration changes or software upgrades that was made.
- Performed a site survey of Western Psychiatric Hospital and ancillary sites for their Xerox printing needs

PC Consultant

LANTek - 2009 to 2009

to 2009

- Performed approximately 1000 PC installations for the UPMC Mass Deployment initiative at UPMC Mercy and UPMC Presbyterian and its outlying campuses.
- Performed PC backups and restores by utilizing USMT.
- Performed fixes for any type of software or hardware configuration errors with the new PC.
- Made sure all users were comfortable with their new PCs and any configuration changes or software upgrades that was made.

Helpdesk Manager/Network Technician

US Navy - 2003 to 2005

- Performed maintenance on computers and other hardware devices
- Performed remote administration for 300,000+ users
- Managed User accounts, optimized systems, and troubleshoot various LAN issues.
- Configured servers and workstations with Operating Systems (Windows NT, Windows 95, Windows 98, and Windows 2000) and other Microsoft and third party applications
- Re-imaged Windows 2000 desktops and notebooks
- Performed phone and desktop support for Windows 2000 PC, printers, email, logon failures, PDA's, and phones

Network Analyst

US Navy - 1997 to 2003

- Configured servers and workstations with Operating Systems (Windows NT, Windows 95, Windows 98, and Windows 2000) and other Microsoft and third party applications
- Managed Exchange servers and Domain Controllers for both Classified and Unclassified systems
- Logged and solved trouble calls from 75- 300 users
- Trained all new technicians
- Managed User accounts, optimized systems, and troubleshoot various LAN issues.

EDUCATION

Masters of Science in Information Systems and Technology Management in IT Project Management

Capella University - Minneapolis, MN

2012

Bachelors in Information Assurance

Capella University - Minneapolis, MN
2011

SKILLS

Business Continuity (2 years), MICROSOFT SHAREPOINT (6 years), OEM (3 years), SharePoint (Less than 1 year)

MILITARY SERVICE

Service Country: US

Branch: Navy

Rank: E-5

May 2005 to June 2007

CERTIFICATIONS/LICENSES

A+ Certified

ADDITIONAL INFORMATION

Skills

- SharePoint
- OEM 12c
- Business Continuity
- Disaster Recover