**Summary:**

**Experienced SQL Developer; Technical Support Analyst with proven ability to reduce operating cost, training time; automate implementations, perform exemplary reporting and query optimization/corrections for complex database schemas while maintaining excellent rapport with clients and team members.**

**• Cognos • Informatica • Teradata • Oracle • MSSQL • Sybase • C#**

**Experience:**

***Ruby Tuesday, Inc***.

Maryville, TN

01/2020 - 03/2020

Business Intelligence Developer

* Wrote Cognos reports using multimillion row Teradata warehouse data
* Assisted in ETL process creation and modifications within Informatica
* Wrote complex SQL views and assisted in optimizing data warehouse
* Part of team designing and implementing Microsoft Azure and PowerBI reporting structure

***Ruby Tuesday, Inc***.

Maryville, TN

04/2019 - 01/2020

IT POS Systems Analyst

* Supported end users concerning issues and processes required for correct daily operations within Oracle MICROS point of sale systems
* Wrote complex SQL scripts assisting in data structure changes due to upgrade processes for Sybase
* Wrote C# applications assisting in daily operations

***Ruby Tuesday, Inc***.

Maryville, TN

01/2019 - 04/2019

Financial Technology Analyst

* Provided analysis of financial data and systems within IT team
* Performed and modified SmartStream systems routines

**Securus Technologies (Archonix Systems)**

Knoxville,TN

Technical Support II

03/2013 - 08/2018

Business Intelligence Reporting / ETL

ETL / BI / Database Management

• Wrote reports of concise output to Excel or print functions grouping by section; containing specific demographic and statistical data based on application configuration set by customer within Oracle 11g or Microsoft SQL (2005 - 2012) relational databases

• Provided statistical data insuring funding from state and national government agencies for underage, veteran and substance abuse inmates

• Optimized or corrected queries and database views

• Created queries to update or insert data within 1200+ table database pertaining to:

• Individual accounting with running total

• Length of time served by inmate

• Inventory system (item, quantity and location)

• Enterprise application security account data

• ETL – Extraction of Criminal Codes and statutes provided by state government agencies contained within excel, csv, or pdf.

• Implemented replication of data to external public facing servers limiting data in adherence of Criminal Justice Information standards

• Created scheduled database maintenance plans via MSSQL Maintenance Plan Wizard or Windows scheduled batch scripts

Primary Database and Server Administrator for County Agencies:

• Installed, implemented, maintained and configured

Microsoft Windows Server 2003, 2008, 2012, 2016

Microsoft SQL Server 2005, 2008R and 2012

Application Implementation

• Installed and configured developed code for enterprise application based on tracked customer reported programming issues within ticketing system, alleviating performance and code behavior issues through database column additions; used update statements enabling code features and editing related application XML configuration files.

• Developed windows batch scripts specifically for transfer of files to standard and secure state and vendor FTP servers while logging failures and maintaining historical files newer than specified date range

Development – C# applications / Web Application Installation Automation

• Created applications which resolved inconsistency, increased stability, reduced complexity of code and database implementation.

Technical Support - Client and Team Interaction

• Worked directly with largest clients having most complex installations, on-site and off-site to collaborate, install, update, document and understand needs and requirements meeting or exceeding SLA

• Trained client, development and support personnel in understanding application functions and database schema

**Pellissipi State Community College**

Knoxville, TN

01/2012 - 05/2012

Technical Support Group (Work Study)

* Assisted with office relocation and troubleshooting of equipment
* Reported status of assigned task
* Performed tasks at the direction of work study supervisor
* Bypassed security features within College workstations allowing total access to file system providing information on best practices for solution.