Jay Askew

Data Solution Architect at Microsoft

Summary

Nineteen years of combined experience in Operations, Support, Architecture, and Development using Microsoft Database, Development, and Cloud Technologies.

Experience

Data Solution Architect at Microsoft
July 2015 - Present

Architecting and designing data centric solutions on the Microsoft Azure Cloud Platform for Enterprise Customers in the financial services industry using Infrastructure as a Service (IaaS), Platform as a Service (PaaS), and hybrid solutions.

Cloud Solution Architect at Microsoft
September 2014 - July 2015 (11 months)

Architect solutions, remove obstacles, and lead POCs with Microsoft Azure Cloud Technologies for Enterprise Customers in the financial services industry using Infrastructure as a Service (IaaS), Platform as a Service (PaaS), and hybrid solutions.

Senior Premier Field Engineer at Microsoft
September 2011 - September 2014 (3 years 1 month)

Provide onsite benchmark labs, architectural design reviews, and diagnostic support for SQL Server 2000 through SQL Server 2014 for major enterprise customers while working as a team with Account Managers, Support Engineers, and other internal MS resources.

Premier Field Engineer at Microsoft
January 2008 - September 2011 (3 years 9 months)

Provide onsite diagnostic support and training for SQL Server 2000 through SQL Server 2008R2 for major enterprise customers while working as a team with Account Managers, Support Engineers, and other internal MS resources. Also deliver onsite classes and training for premier support customers.

Independent Consultant
February 2006 - January 2008 (2 years)

Implemented and maintained private hosting services in a local co-location facility for development customers using Windows 2003, IIS 6.0, and MS SQL Server 2005 on Dell PowerEdge hardware. Developed multiple ASP .NET based intranet and internet based applications for local businesses.

Provided onsite diagnostic and repair services to local small businesses and residential customers for PC hardware and Microsoft Windows issues.

Escalation Engineer at Hewlett-Packard
June 2005 - February 2006 (9 months)

Worked on dedicated teams responding to lengthy and complex escalated support cases that resulted in customer satisfaction issues. Developed and maintained action plans designed to regain customer confidence, increase satisfaction and resolve all issues.   Assigned to several highly visible, escalated cases regarding SQL Server and OS performance.

Senior Response Center Engineer at Hewlett-Packard
October 2000 - February 2006 (5 years 5 months)

Provided customer support for Microsoft SQL Server 2000 for issues such as: corrupt databases, security problems, SQL startup issues, and setup or update failures. Also served as a lead memory dump analyst offering assistance and mentoring to other engineers doing kernel and user mode debugging. Interfaced with Microsoft Premier Support on a regular basis as an escalation path for critical and obscure issues, as well as Microsoft software bugs.

Information Technology Engineer at Hewlett-Packard
January 1999 - October 2000 (1 year 10 months)

Responded to system and application failures of the NT 4.0 and MPE/ix platforms in the Atlanta Data Center. Performed dozens of upgrades on the NT 4.0 and MPE/ix 5.0/5.5 platforms on third shift and weekends in preparation of the Y2K problem.

Operations Specialist at Hewlett-Packard
May 1997 - January 1999 (1 year 9 months)

Provided early event notification and detection for system and application failures using HP Openview SNMP monitoring agents. Wrote several programs in JCL that automated the store and restore of critical information on the MPE platform, and the routine system health checks required for more than 100 HP3000 servers in the Atlanta Data Center.

Education
Southern Polytechnic State University
Computer Science, 1996 - 2000

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