

# XXXX X. XXXX

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## Summary

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### DATABASE SOLUTION ARCHITECT

Database expert skilled in delivering technology and resource solutions that contribute to achieving organizational productivity and growth goals. Extremely strong problem solver with in-depth expertise in relational databases, query optimization and performance tuning. Skilled manager and articulate communicator with ability to influence people and outcomes. Straightforward, transparent, and forward-focused.

- Recipient of awards for contributions to process improvements and performance excellence.
- Improved IT team productivity ranking to #1 among 10 teams, with half the number of team personnel.

## Professional Experience

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**XXXX XXX** | XXXX, PA. 2014 to Present.

**IT MANAGER** (2016 to Present)—Lead and mentor a developer/analyst team that develops, maintains, and supports database applications and 7,000 daily scheduled tasks for 200 internal users.

Continually optimize processes, resource utilization, and productivity to support \$100M+ in annual revenue. Participate in all phases of the software development life cycle. Build and leverage cross-team collaboration to support achievement of the organization's immediate and long-term goals.

- Implemented the Kanban process, contributing to team mentality, information sharing, quality improvements, and ability to rapidly respond autonomously to diverse challenges and requests from 40+ clients with more than 13 TB and 20+ billion rows of data.
- Within 2 years reduced support tickets 20% through focusing on quality, building internal and external collaboration, and developing scalable solutions that address across-the-board issues.
- Initiated partitioning of the data processing environment, improving monthly client load productivity by 50%.
- Integrated a multi-client data mapping tool, facilitating the team's ability maintain revenue capture rate with half the resources.
- Developed a dynamic process in SQL to create views specifically designed to the user's input to overcome a limitation of MS Access.
- Revamped new hire training and onboarding program to include a comprehensive view of business operations.
- Established a daily stand-up meeting that improved cross-communication of critical information and facilitated rapid problem solving.
- Recipient of the Performance Excellence Award and multiple bonuses.

**SOFTWARE ENGINEER** (2014 to 2016)—Collaborated on a team that created and maintained a new, robust version of proprietary application using MS Access front end and SQL Server back end.

- Co-developed a standardized, streamlined database structure that unified the company's database functions, increased visibility, reduced costs, improved medical claim payment accuracy, supported a 35% increase in revenue capture, enabled new client integration in days instead of weeks, and improved ease of maintaining 40+ clients by an 8-person team.

**SOFTWARE ENGINEER (CONTINUED)**

- Recipient of the Continuous Process Improvement Award.
- Proposed and developed a new process that standardized and streamlined reporting across all clients.
- Created a peer quality assurance process that reduced new release programmatic errors 40%.
- Co-proposed and implemented reducing the data footprint without sacrificing performance.
- Performance evaluations: “builds consensus via shared decision making ... assesses patterns and provides immediate solutions ... continually pushes the team to think outside the box ... extremely customer focused ... addresses the root cause and sees the big picture.”
- Promoted from Software Engineer to IT Manager.

XXXX xxx | Cocoa, FL. 2009 to 2014.

**COMPUTER SPECIALIST**—Provided software technical assistance via multiple communication channels. Tested, troubleshooted, and resolved a variety of software issues. Maintained and programmed an Oracle database using SQL and PL/SQL. Programmed applications in C++ using Visual Studio.

- Selected to lead software education classes for users and as forum administrator for the customer technical support forum.

**Education**

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**Bachelor of Science in Computer Information Systems** | Florida Institute of Technology, Melbourne, Graduated *cum laude*, 2012.

**Technology**

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Proficient in Agile methodologies, including Scrum and Kanban; SQL Server, Microsoft Office Suite including Visual Studio, and Visio; knowledgeable of HTML, CSS, PHP, Javascript, PL/SQL, Java, C++, and Oracle, MySQL, and Access databases.