

Profile

Driven, detail-oriented professional in the Data and Information Technology fields. Primarily experienced with relational database management systems, including architecture, internals, and the code base. Additional experience in performance tuning, HA/DR solutions, Azure services/deployments, and networking. Excellent communication, planning, organizing, and problem-solving skills with the ability to work independently as well as effectively collaborate with others. Excels in executive communications and bridging the language gap between technical and managerial.

Professional Experience

Microsoft Corporation

Irving, TX

Support Escalation Engineer (Azure Open-source databases)

February 2022 – Present

- Supported open-source RDBMSs including PostgreSQL, MySQL, and MariaDB as platform-as-a-service (PaaS) offerings hosted in the Microsoft Azure cloud
- Worked closely with the engineering team on product features, testing, and releases, as well as deflecting escalated requests
- Mentored new hires and handled politically-hot or technically challenging escalations from frontline engineers, to include publishing troubleshooting guides and onboarding material for new hires to improve ramp-up speed
- Diagnosed Azure connectivity and network issues, performance concerns, configuration inquiries, and parameter consultations

Support Escalation Engineer (Microsoft SQL Server)

June 2020 – February 2022

- Escalation point for incidences that required additional expertise. Worked directly with frontline engineers, collaborating with them and working directly with customers to solve more challenging and technically difficult issues, improving customer satisfaction and decreasing customer pain time
- Worked directly with the product group to document and file hotfixes, defects, and change requests to improve the Microsoft SQL Server product
- Performed unmanaged and managed-code debugging of the Microsoft SQL Server process (C++) and SQL Server Management Studios tool (C#), respectively, assisting developers in debugging and identifying defects

Support Engineer (Microsoft SQL Server)

March 2017 – June 2020

- Supported commercial customers via phone and written correspondences regarding technical questions or issues related to many aspects of Microsoft SQL Server such as performance, setup, and HA/DR
- Identified, scoped, and documented customer scenarios, root-causes, and troubleshooting steps
- Used advanced troubleshooting techniques to resolve severity-A, critical situation (CRITSIT) cases which had severe business impact, including financial impact, to the customer or their clients
- Resolved SQL Server issues related to T-SQL programming, data integrity/corruption, backup/restore, setup/upgrade and add/remove components, unresponsive servers, SQL Server administration tools, auditing, database maintenance plans, access violations, and exceptions
- Assisted in troubleshooting and deploying HA/DR solutions such as SQL Server Failover Cluster Instances, AlwaysOn Availability Groups, database mirroring, replication, and log shipping
- Provided a high level of technical support for SQL Engine/Performance (plan forcing and plan guides, indexing, evaluating query plans/tuning, ETL jobs), performance tools (SQL Server Profiler, Nexus, SQLDiag, PerfMon, Database Engine Tuning Advisor), concurrency (locking), memory pressure, and SQL OS (SOS). Supported Service Broker, DTS, notification services, Full-Text Search, and In-Memory OLTP
- Supported SQL Server on-premises hosted in physical and virtual environments as well as SQL Server running on a Virtual Machine in Azure (IaaS)

Innovation Group

Database Administrator (Microsoft SQL Server)

Carrollton, TX

January 2017 – March 2017

- Monitored database performance, ensured maintenance jobs completed successfully, pushed changes for development team
- Project lead for AlwaysOn Availability Group implementation
- Tested patches and updates in QA, UAT, and Dev environments prior to deploying on production
- Worked with JIRA ticketing system to manage and resolve issues

Convergys Corporation

Support Engineer (Microsoft SQL Server)

Richardson, TX

September 2015 – January 2017

- Vendor for Microsoft Corporation supporting broad-commercial customers. Reference “Support Engineer” role

Alliant Systems

Technical Service Representative / Project Lead

Las Colinas, TX

January 2013 – September 2015

- Project lead for new client software installations and upgrades, duties included: scheduled and prioritized tasks and project timeline, set goals, and audited project following completion. Traveled nationally to customer sites to train and install software and hardware systems. Interfaced with development teams and customers to debug conversion software and correct issues. Managed software customizations/requests and ensured they were completed to client specifications. Client business consultant to better optimize use of software and financial performance.
- Troubleshoot issues with backed database running on Microsoft SQL Server. Configured backup and maintenance plans for clients as most did not have a DBA. Wrote and implemented T-SQL queries and reports to meet client needs. Built T-SQL functions and procedures which allowed clients to pass in variables for custom financial reports

Education

Texas A&M University - Department of Education and Human Development

Bachelor of Science in Technology Management

Minor in Business Administration, May 2013

College Station, TX

Major GPA: 3.25

Skills and Abilities

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| <ul style="list-style-type: none">• RDBMSs: Microsoft SQL Server (2000 to 2022), Azure Database for PostgreSQL, MySQL, and MariaDB, Microsoft Access• Operating Systems: Windows Server (2008 to 2019), Windows (XP to 11), Mac OS, Linux (Ubuntu) | <ul style="list-style-type: none">• Programming: C++, C#, JAVA, HTML, T-SQL, Kusto, WinDbg, Visual Studio• Other: Experience with Microsoft Office and Microsoft Project, Project Management education, Salesforce, CompTIA A+ and CCNA training, JIRA |
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Leadership, Honors, and Awards

Extended team lead for ORCAS (Azure Open-source databases)

Microsoft Top Performer (SQL Server engine team)

Microsoft Digital, Services, and Success Peak Performer Award

Eagle Scout

February 2023 – present

Fiscal Year 2017 – 2018

October 2017

October 2006