

MIKE CALDWELL

DBA / System Engineer II

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(Because of Indian Call Centers NO Cell # is given, only by email, sorry)

EXECUTIVE SUMMARY

A performance proven Senior Database Administrator (MSSQL 2008-2016), Infrastructure Engineer with 20+ years of diverse experience in SQL Development/Management, Application Development, System Administration, Software development, project management and technical documentation in a fast-paced high-tech organization; accustomed to working with executive and senior level management. A multi-skilled programmer with good all round supervisory and technical expertise; has extensive practical knowledge of SQL DBA tools, Network monitoring Tool, Development Tool, complex systems and networking with technical support. An exceptional problem solver who has keen ability to resolve technology issues, and implement highly successful automated solutions; work well under pressure, possess good communication skills and give attention to details.

AREAS OF EXPERTISE

- Database management
- Infrastructure Support
- Project management
- Leadership/training
- Reporting/documentation
- Client relations
- Software engineering
- Strategic planning and execution
- Network configuration
- Data security/integrity
- Programming
- End-user support
- Creative decision making
- Detail oriented
- Multitasking
- Troubleshooting
- Communication skills
- Fast learner

TECHNICAL SKILLS

- *SQL DBA tools:* MSSQL SSMS, IDERA, REDGate, ApexSQL SQL Sentry, DBHealthMonitor, Ola Hallengren and Brent Ozar Scripts, Oracle 10-11G, Visual DB, SQL Profiler, SQL Profiler, PHPMyAdmin, (MySQL)
- *Software:* MS Office, Visual Studio, Network Tools, Web Tools, VB6, Jenkins, CodeOnTime, NotePad ++, Terminals, RemoteDesktopManager, Filezilla, GE Centricity PM/EMR Medical Systems, ETL Tools, LastPass
- *Languages:* Visual Basic, PowerShell, TSQL, HTML, XML, HL7, ASPX, C#, JavaScript, ANSI X12, PHP
- *Server tools:* Windows Server tools (AD) , Powershell, AppDynamics, New Relic, PRTG, Manage Engine, Zabbix, Hobbit, BigIP, 24x7, SpiceWorks

PROFESSIONAL EXPERIENCE

Senior MSSQL DBA , Engineer II, Infrastructure Application Support **March 2016 - SEP 2019**
Finance of America, Roseville, CA

- MSSQL 2016 Installations, SQL Monitoring, SQL performance tuning, Query optimization while managing backups and restores.
- Managed MSSQL AAG, Replication and Performance Tuning; and monitored the MSSQL Servers using DMV's, Idera for real time monitoring and analysis
- Installed and managed all associated BYTE (Primary Loan Origination program) VM's, IIS Servers/Setup, Interface Servers, Development Servers, Custom 3rd Party Integration and Document processing servers
- Built positive relationship with Networking, Server, Citrix and VDI teams while working with VSphere and Hyper-V VM's, Azure and Amazon cloud services.

Key Achievements

- Primary Senior DBA that installed and supported all associated Byte systems, programs and interfaces
- Installed and managed the development and production on Nutanix Hyper Convergence platform as well as IIS servers, websites, interfaces and document auto indexing servers.
- Promptly resolved MSSQL database integrity and performance issues, IIS issues, Networking and VM server issues.
- Created Powershell and VB .Net apps to monitor OS, databases, websites and provided support using Service Now CMS, creating and working on change requests and incidents.

Database Administrator/Network Support
PEOPLEFINDERS.COM, Sacramento, CA

Feb. 2015-Feb. 2016

- Primary Senior DBA
- Handled reporting systems, migrations, index management, integrity checks, configuration, and patching as well as replication, partitioning, log shipping, connectivity, and security.
- Wrote complex SQL programs and SQL jobs management
- Created database documentation reference materials and utilized SQL recovery models for backups, restores, and database recovery operations, as well as clustering, partitioning, and replication.

Key Achievements

- As the Primary Senior DBA effectively managed databases and ensured efficient operations, optimal search capability, inventory, tuning, auditing and content security for the largest people search website on the internet.
- Utilized monitoring systems- F5, Zabbix, Hobbit, AppDynamics, SQL Sentry,
- Managing the inventory of all SQL servers and SQL Server objects providing alerts to potential problems and developing web counterparts.
- Organized and standardized SQL jobs across servers, enhancing easy identification and debugging of issues.

MSSQL / Oracle Senior DBA , Centricity GE PM/EMR Support, ETL, Mirth Interfaces **Feb. 2005-Feb. 2015**
ALLIANCE HEALTHCARE (dba QUATRIS), Rocklin, CA

- Served in various capacities as MSSQL, Systems Administrator, Programmer, Senior Support Engineer as well as Mirth Interface Specialist and wrote 100's of channels.
- Prepared and maintained program installation documentation and supported medical clients with a broad range of network and interface implementation services both local and remote.
- Built and managed virtual servers locally (VMware and Hyper-V) in ASP infrastructure; and produced a support website that distributed the custom applications written in VB6 and Javascript Channels for Mirth.

Key Achievements

- Successfully completed more than 300 GE Centricity Practice Management and EMR installations as well as 100+ Oracle to MSSQL Centricity EMR conversions.
- Created 300+ TSQL scripts that diagnosed and debugged issues providing adhoc reports; and trained 10+ staff in proper documentation, problem-solving, and system enhancements.
- Developed more than 200 Mirth Interface channels required to integrate systems and wrote 12 customized plugins to process Centricity billing (X12 837/835/HL7 DFT-P03) to the clearinghouses of more than 800 insurance carriers, requiring in-depth knowledge of ANSI X12, Electronic Data Interchange.
- Functioned as Senior Support Engineer, providing desktop support for GE Centricity, SQL, Networking, Integration and Mirth HL7 Engine.

PRIOR EXPERIENCE

- **Sr. Business Systems Analyst**
California Federal Bank, Sacramento, CA
- **IBM Systems Engineer, Programmer, Loan Origination Support**
Western Sunrise Mortgage, Rancho Cordova CA

EDUCATIONAL QUALIFICATION

- **Associate of Arts, Electronic Engineering** **1981-1982**
Monterey Peninsula College

REFERENCES

Available on request