

# Samuel Armstrong - Database Admin

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## WORK EXPERIENCE

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### Parker University

Jan 2022 – Present

#### *Database Administrator/DBA*

- Architecture and maintenance of SQL tables, stored procedures, triggers, UDFs, complex queries
- Analyzed and optimized performance of SQL jobs, queries, stored procedures, etc.
  - This is probably my favorite part of the job, so please feel free to ask me about it
- Created and maintained automated jobs used as part of development and administration
  - Created automated processes to fix recurrent issues. At this point I have automated most of my job and responsibilities (and documented these automations!).
- Database Upgrading and Patching (upgraded SQL 2012 to 2022 etc.)
- Database Migrations. Migration caused by vendor (Jenzabar) requiring us to switch platforms, required a complete lift and shift to a new server with requirements for the new J1 platform.
  - Very little downtime, thorough documentation and testing allowed actual production upgrade to occur off-hours with no impact for users.
- Other awesome DBA stuff

### Realtime Resolutions

JUL 2021 – DEC 2021

#### *Database Developer (Contract)*

- Reviewed and built SQL scripting (Stored Procedures/Views/SSIS/SSRS/etc.) needed for reporting and monitoring
- Communicated key findings to leadership and make recommendations around risk and product strategies
- Worked with various departments to ensure communications (calls) made meet compliance, client, and regulatory/legal guidelines
- Created tools necessary in data analysis including excel queries and macros (e.g. Powershell/Excel Scripts etc.)

### Healthaxist Group

MAR 2019 – MAY 2020

#### *Database Developer*

- Worked with internal and external stakeholders to translate business needs into actionable business logic.
- Programmed and improved ETL pipelines, involved at all stages of Software Development Lifecycle: Plan/Design/Develop/Test/Maintain
- Created and maintained existing SSIS packages for multiple clients, including corresponding SQL queries

## SKILLS

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- Misc: 4 YoE, Microsoft SQL Server, Microsoft Visual Studio, ETL/Data Staging, Process Automation
- Data: CTEs, Stored Procedures, SQL Query Tuning, SSIS/SSRS, Powershell, Snowflake, AWS, Cloud
- Languages: SQL, XML, Powershell, Familiar with Python (primarily for automation)

## EDUCATION

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### Texas A&M University

2009 – 2013

#### BS Mathematics

## Major Projects/Accomplishments

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### Creation of Automated Maintenance Jobs/Stored Procedures MSSQL/Powershell - Parker University

There was a steadily increasing issue of synchronization problems caused by flaws in our DNS and Active Directory environment due to growth. Previous students who then became employees (or previous students coming back later) would commonly cause issues in our systems thinking there were duplicate records during account creation or when we would try to create security badges etc. Individually these are minor problems but this resulted in slightly more than 2 tickets \*per week\* on average during my first 6 months. I dedicated time to writing a series of automations (stored procedures, jobs, and powershell scripts) that would fix the most common causes of these errors automatically. Went from 2+ incidents weekly to now 3 total incidents in the first half of 2024.

### Database Refactoring SSIS, SSRS, SQL - Healthaxis Group

Developed a new SSIS package schema focused on consolidating redundant processes. Resulted in ~70% reduction in package size allowing for changes/maintenance to be performed with significantly less development time. The primary benefit is that it allowed for a quicker project turnaround time for the client. e.g. Previously took ~5-8 work days for implementation and testing, post refactoring were less than a day to be ready to hand over to the client.

### Data Mapping and Documentation SQL, SQL/Powershell - Realtime Resolutions

Comprehensively and thoroughly documented complicated business critical process (that generated daily call list for loan servicing/collections company). Resulted in a substantial reduction in development and testing hours by an order of magnitude (currently takes ~4 hours to make a change that had previously several weeks). Allowed for significantly quicker turnaround and significantly less developer man-hours needed to meet evolving client and regulatory expectations

## Additional Responsibilities and Skills

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There are a very large amount of responsibilities that fall under the scope of DBA work, and different companies may have different specific needs from a DBA, so I am including these for comprehensive purposes:

- Database maintenance including backups, maintenance plans, disaster recovery plans, and security controls
- Creating, Managing and Optimizing Indexes
- Responsible for multiple Windows/Linux servers
- Oversaw data migration between two service providers
- Executed seamless upgrades for server infrastructure, collaborating with multiple teams to minimize downtime during upgrades
  - Upgraded MS SQL Server from 2012 to 2018/2022, Coordinated with HR to upgrade finance software without downtime, etc.
- We used Azure Cloud Computing Services/AWS.
- Deploying development changes to production
- Monitoring performance (SQL Sentry is a tool we use)
- Troubleshooting outages/installation issues
  - Troubleshooting is a huge % of what the \*actual\* job entails, when the VendorSoftware\_v19.2 upgrade package fails and their documentation is awful, and you know their support is not going to be helpful 80% of the time, and this needs to be done by the end of the day tomorrow. You submit a ticket anyways though. Please ask me for some examples of this.
- Convincing the developers to STOP making undocumented changes in production.