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Work Experience (Part2)

Relizon - Canada

Oct. 2004 – Nov. 2006

Acted as a Database Administrator dedicated to support production database maintenance and development in multiple environments SQL Server 2000 and SQL Server 2005

Acted as a Business Analyst dedicated to document technical and design needs. I was dedicated to writing all the requirements, use cases to settle the migration of our legacy system to Oracle.

- Maintaining and administering SQL Server databases (2000 / 2005)
- Troubleshooting performance issues and fine-tuning databases indexes
- Creating ASP.Net web sites to manage ordering application / intranet website and other client projects using the technology *C Sharp*, *VB.Net and XML* .
- Creating web services in order to automatically retrieve XML requisition from our customers into our system. Using the technology *C Sharp*, *XML* (using Xquery).

IBM - Canada

Sept. 2003 – Oct. 2004

As a customer service center analyst dedicated to provide 24/7, 1st level customer support to the worldwide Air Canada (AC) network, AT&T and CIBC, my duties included:

- Designing website for internal purposes, handling database query data. Using *JSP, Servlet* and *SQL Server*
- In a professional and calm manner, assist worldwide A.C employees with computer / network related problems.
- In a quick and efficient manner, being able to analyze the severity of an outage / problem and its impact on the AC network to act accordingly.
- Navigating the Corporate Novell directory structure for profile troubleshooting.
- Updating profiles and map drives. Capturing printer ports. Unlocking accounts and adding instructions to login scripts.