

KARIN E. ZIRK

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Professional Summary

- Experienced Database Administrator/Developer with expertise in data warehouse development and administration, database replication, disaster recovery and data migration.
- Developed and managed data integration and analysis systems
- Created and maintained database documentation and data dictionaries
- Creative thinker with strong analytical skills and critical thinking capacities
- Meets agreed upon goals and deadlines within a team environment
- Able to work independently with minimal supervision
- Ensured that production servers and databases were available 99.999% for a 24/7 operation.
- Provided business and systems requirements analysis

RECENT DATABASE SYSTEMS

Databases: SQL Server 2000/2005/2008/2008R2, MS Access 2000/2003/2010

Languages: T-SQL, DTS, SSIS

Operating Systems: Windows Server 2000/2003/2008

Software: MS Office, Crystal Reports, Visio, SSRS

PROFESSIONAL EXPERIENCE

SQL Reports

Writer

September 2010 to
May 2011

CSA Travel Protection, San Diego, California

Developed and created reports for new application in SQL Server 2008/R2 Reporting Services Environment.

- Wrote T-SQL scripts to convert data from SQL 2000 legacy database to new application's SQL 2008 database.
- Generated data sets in 2008 database per architects' specification.
- Designed data warehouse for new database and optimized for cube development.
- Created stored procedures to load data from OLTP database to warehouse database.
- Created cubes for SQL Server Analysis Services.
- Wrote reports to be rendered in SQL Server Reporting Services Native Mode including writing stored procedures and other database objects as well as performance tuning.
- Installed Reporting Services on multiple environments including virtual Windows 2003 Server and Windows 2008 Server.
- Developed procedures for moving reports between development, QA and production platforms.
- Wrote Integration Services packages to load warehouse from disparate sources.
- Trained end users on new database schema.
- Designed and implemented security framework for Reporting Services.
- Documented implementation and warehouse loading procedures.

SQL Server

Database

Administrator

August 2008 to
June 2010

Advanced Equities Financial Corporation

Managed company data and data systems for a financial services company with over ten locations and sixty database servers in a Windows 2000/2003/2008 environment.

- Administered a multi-server Microsoft SQL Server 7/2000/2005 environment supporting a wide range of client/server and web applications.
- Developed a SOX compliant server security policy.

- Tracked and managed user logins and password changes at scheduled intervals.
- Developed a standardized SQL 2005 installation procedure to streamline new server deployment.
- Developed processes for data integration using SSIS packages to facilitate deployments
- Designed and implemented transactional and snapshot replication for a wide range of business needs and distributed applications.
- Designed and implemented a combination transactional replication and full text indexing schema to allow SQL 2000 databases to be indexed on a SQL 2005 instance for web services utilization.
- Upgraded SQL 2000 data warehouse to SQL 2005 including working with developers on converting ETL from DTS to SSIS, , designed methodology for promoting packages from development to QA to production, architected security schemas in a complex environment, and assisted in data validations during the QA phase.
- Managed email message auditing system (Autonomy/Computer Associates Message Manger – CAMM)
- Upgraded CAMM and implemented new features including Mailbox Management.
- Developed auditing procedure to verify that all email address in Active Directory, the company roster and CAMM were correctly configured, auditing email and noted any discrepancies.
- Designed and maintained a maintained a history of audit items in a SQL Server 2005 database.
- Developed mail flow diagrams to aid in trouble shooting problems with mail flow and application processes.
- Developed automated tests to validate mail processing was functioning per agreed upon metrics.
- Performed basic email flow testing and identification of issues.
- Worked with Exchange Administrator to resolve email flow issues in the Exchange environment.
- Utilized, architected and upgraded Whats Up Gold Monitoring Software to notify appropriate operations staff of system outages, potential application issues and to identify performance metrics.
- Developed a data warehouse of Whats Up Gold Monitoring data to reduce preparation time of monthly performance monitoring from ten hours to thirty minutes.
- Migrated legacy applications into a Citrix environment.
- Provided training to support desk staff on basic ODBC troubleshooting, SQL tools installation and connectivity basics to allow them to perform first tier troubleshooting of user issues.
- Analyzed database performance issues and developed customized maintenance strategies to ensure each database was performing to par.
- Worked with developers to improve quality of T-SQL to eliminate performance issues.
- Analyzed database server loads and consolidated databases onto newer hardware to avoid replacement purchases for legacy servers and minimize licensing costs.
- Created a database of databases that included servers, logins, users,

permissions, applications, and hours of operation to facilitate planned outages, provide audit information upon request.

- Provided Java support for a variety of java applications running on top of Tomcat, Weblogic and Pramati.
- Worked with QA Team on performance testing for different configurations and JDBC drivers to achieve optimum application performance.
- Performed Windows and database performance analysis to pinpoint performance issues in Java/SQL Server environment and suggest remediation.
- Deployed database changes into development, QA\UAT and production environments.
- Built test environment for SQL Server 2008 and SSRS and worked with developers on enhanced features proof of concept.

*SQL Server
Database
Administrator
2000 to 2007*

CSA Travel Protection, San Diego, California

Managed company data and data systems for a managing general insurance agency.

- Designed, administered and solved problems in a multi-server Microsoft SQL Server 7/2000/2005 environment with disaster recovery redundancy implemented via transaction log backups with servers located internally and at co-location facilities. Implemented and managed database permissions and impacts to systems on database changes. Performed upgrades.
- Analyzed and monitored the performance statistics of production databases based on the gathered data from the maintenance processes running against production server (i.e. SQL Server maintenance jobs, performance monitor, profiler, etc.) including periodical reviews on the instigated thresholds against the loads on the server as the basis for capacity planning.
- Performed all database related performance tuning and optimization as necessary based on the gathered statistics like improving and revising poorly written queries, rebuilding/updating table indexes and statistics, performing database cleanups and archives, reconfiguring SQL Server's default configuration, and other database tuning processes that help to improve the performance of the system.
- Created and maintained stored procedures using T-SQL, developed data definitions and assisted business users with T-SQL query optimization and data analysis.
- Analyzed, identified and troubleshoot issues in production databases by investigating and conducting in-depth research based on the nature of issues encountered in production or reported by customers/users.
- Managed database users and security by granting/revoking appropriate logins and permissions for individual users and applications. Performed periodical review/audit of who has access on production databases and what type of rights the users possess to prevent unauthorized access to production data based on company requirements.
- Worked closely with the database users, application developers and network administrator to provide direction in identifying and resolving production database issues.
- Maintained and enhanced a data warehouse to meet evolving company initiatives including creation, implementation and management of ETL processes using T-SQL stored procedures, DTS packages and SSIS processes.
- Implemented a reliable backup strategy to support data replication and to

provide high availability databases in the event of a system failure and/or loss of ability to operate at a given location.

- Designed and administered SQL Server Great Plains Dynamics accounting system including upstream and downstream data integration. Worked closely with Accounting Manager and CFO to develop needed data sets from SQL Server databases for reconciliation and audit purposes.
- Administered, managed and synchronized off-the-shelf contact relationship management (CRM) system for local and remote employees. Design and develop a custom CRM application for consumer direct marketing.
- As part of the Management Information Systems team (company wide reporting and analysis team), created data sets as required by business goals and objectives, managed loading of data sets, and reviewed conceptual requirements against data sets.
- Provided backup support to Help Desk as needed.
- Participate in pilot program on continuous process improvement (TQM or Lean Enterprise) and employee empowerment.
- Wrote T-SQL for data conversions to support new program development.

Partner
1996 – 2001

Small Business Automation Solutions, San Diego, California

Performed all functions for client companies including process engineering, solutions research and development, project management, systems analysis, database development, company operations, bookkeeping, strategic planning, programming, documentation, curriculum development, training, and website design and development. *Sample Projects:*

- Microsoft Access to FrameMaker database published directory for Croner Publications.
- Contractor sales tracking system in Microsoft Access for Mitchell's Floor Coverings
- Microsoft Access database add-on project for Small Business Development Center
- Accounting software instructor for Imperial Valley Community College
- Computerized bookkeeping and operations training for various clients

Technical Writer
1995 – 1997

SAIC, San Diego, California

Prepared software documentation and proposals for a variety of contracts utilizing desktop publishing software and CASE tools on UNIX, Macintosh and PC platforms. Produced documents for company Intranet. Projects included Marine Tactical Warfare Simulation system (MTWS), Large Area Tracking Range (LATR) and Comprehensive Health Care System (CHCS).

Directory Manager
1994 – 1995

Wells Publishing, San Diego, California

Managed and produced a 500 page industry-specific directory using database-publishing technology. Tested and implemented database, collected and integrated data from a wide variety of sources for inclusion in directory, designed and implemented QA/QC procedures, coordinated display advertising with sales manager and graphic designer, supervised other directory staff.

EDUCATION AND TRAINING

Bachelor of Arts in Literature/Writing, University of California, San Diego
Cum Laude, Department Honors with Distinction

Administrating SQL Server 2000 and Introduction to Data Warehousing
Computer Science and Engineering Department, via UCSD Extension
Yukon and You (SQL 2005 and .Net), UCSD Extension
SQL Server 2005 Administration and Development
Hands on Technology Training, San Diego

SUMMARY OF ALL TECHNICAL SKILLS

- PC:* Windows 95/98/NT/2000/XP/2003, MS SQL Server 6.5/7.0/2000/2005/2008, Dynamics 6.0/7.5/8.0, FRx 6.5/6/7, Microsoft Office 95/97/2000/2003/2007, ACT! /2000/6, SugarCRM, XML Spy 5.0, Net Objects Fusion 2.0/5.0, FrameMaker 5.0/6.0/7.0, SQL 2005 Reporting Server, WinFax Pro, FileMaker Pro 3.0/4.0/7.0, QuickBooks Pro 5.0/6.0/99/2000/2003, WordPerfect 5.2/8.0, MS Project 3.0, Lotus Notes 4, QuarkExpress, PageMaker, Lotus 1-2-3, Visual Basic 2.0, Netscape 3.0/4.0/4.7, FireFox, Internet Explorer, html, ftp, Visio, Telnet, Putty, Adobe PhotoShop, dBase IV, Adobe Acrobat, Eudora, Outlook/Outlook Express, WinZip, Peachtree, Quicken, Wincats, TurboTax, Goldmine, M.Y.O.B., Whats Up Gold 12/14, CA Message Manager 11.6, Weblogic 8.1, Tomcat 5.5/6.0, Pramiti Server 5.0
- UNIX:* FrameMaker 5.0, HP-UX, X Windows, vi editor with troff/nroff utilizing tbl and eqn, LaTeX and TeX, cgi, Perl, CADRE Teamwork 4.1, xv utility, Lotus 1-2-3, Netscape 2.02, html, Rapport, telnet, and ftp.
- Macintosh:* System 7.5/8, Word 6.0, PowerPoint 4.0, MacDraw Pro 1.5, Excel 5.0, ClarisWorks, PageMaker 4.2, FileMaker Pro 2.0, FoxPro, MacProject, ClarisImpact, WordPerfect 5.1, QuickMail 2.6, Fetch, telnet, GIF Converter, Netscape 3.0, ClarisDraw 1.0, Acrobat Exchange 2.0.1, Acrobat Distiller 2.0, Print Shop Deluxe.

REFERENCES AVAILABLE UPON REQUEST