

LINDA D. ROSINI

Aurora, CO ▪ (303) 699-1491 ▪ (303) 883-5028 mobile

Email: lynhub@comcast.net

IT PROFESSIONAL ▪ DATABASE SPECIALIST ▪ PROGRAMMER

Core Competencies:

- Database Administration
 - Information Systems Management
 - Software Support Engineering
 - Troubleshooting
 - Database Design
 - Computer Programming
 - Technical Research
 - Software Testing/Quality Assurance
-

Professional Summary:

- Goal-oriented and success-driven IT professional with extensive experience as Database Administrator, Developer, Escalation Engineer, and IT Manager.
 - Remarkable work ethic. Solid track record of working beyond the call of duty.
 - Excellent logic, reasoning, and problem-solving skills. Thrives on challenges.
 - Exceptional internal and external customer service skills. Works well with others in a collaborative environment.
 - Outstanding verbal and written communication skills.
 - Highly organized. Able to effectively prioritize multiple time-sensitive tasks.
 - Proven ability to exercise sound judgment in employing resources.
-

Technology:

- **Operating Systems:** *Windows NT 4.0, Windows Server 2000/2003/2008, Windows 95/98/XP/Win7.*
 - **Databases:** *Microsoft SQL Server 2000/2005/2008, Oracle 7.3/8i/9i/10g, Sybase, Informix and AS/400.*
 - **Programming:** *C# .NET, C++, VB6, ASP, HTML, PL/SQL, TSQL, Delphi 4, Pascal, Basic.*
 - **Reporting:** *SQL Server Reporting Services, Crystal Reports, Quick Reports.*
-

Selected Career Achievements:

- ❖ Received 5 MBS recognition awards for work as an Escalation Engineer.
- ❖ Negotiated new Oracle Support and Licensing contract, resulting in savings of \$90,000.
- ❖ As Database Administrator, upgraded an AS400 without additional help from outside contractors, resulting in significant cost savings.
- ❖ As Escalation Engineer, resolved a major customer complaint, saving the company from having to refund \$250,000.
- ❖ Performance Review: *“Linda’s ability to quickly identify, fix, and document her implementations for hot fixes was key to our customer satisfaction.”*

- ❖ Note from customer: “*Linda Rosini was incredibly personable and knowledgeable. When I described my problem, she immediately had an idea of what was wrong and was able to solve my problem.*”

Certifications:

MCTS—March 2010

Exam 70-432: Microsoft SQL Server 2008 Implementation and Maintenance

MCP—June 2009

Exam 70-290: Managing & Maintaining a Microsoft Windows Server 2003 Environment

MCDST—October 2006

Exam 70-271: Supporting Users & Troubleshooting a Microsoft Windows XP OS

Exam 70-272: Supporting Users & Troubleshooting Desktop Applications on Microsoft XP

Professional Experience:

Microsoft Corporation

2000 – 2010

Escalation Engineer

2005 – 2010

Provided advanced technical and product support to frontline support engineering team. Assisted development in debugging, isolating, and correcting Visual Basic, .Net C#, and C++ code issues. Wrote and debugged TSQL and PL/SQL stored procedures. Maintained 5 support departments' database environments in SQL Server and Oracle. Developed tools to expedite problem resolution by support technicians. Assisted with software testing, web programming, and OS release analyses. Provided frontline support for SQL Server Reporting Services 2005/2008 and SharePoint Integration. Provided solutions to vendors/customers by creating shims for applications to make them compatible with Windows 7.

Database Administrator/Programmer

2000 – 2005

Maintained 200 database environments for Support, QA, and Development departments. Environments included but were not limited to SQL Server, Sybase, Informix, Oracle, and AS400. Lead developer/technical support for Microsoft Forecaster 6.7, a web-based budgeting application with a 7000 customer base.

IntoBalance, Inc.

Jul – Oct 2000

Technical Consultant

In charge of moving the company from a multi-level marketing company to a direct sales platform. This included moving the technical infrastructure of corporate offices to an out-sourced facility, utilizing a complete change of technology.

Sprint Enterprise Network Services

May – Jul 2000

Oracle Database Administrator

Wrote Oracle PL/SQL stored procedures for development of an online sport sales company.

Espial USA, LTD

1995 – 2000

Information Systems Manager

Managed a team of three programmers on a quarter million dollar redesign of the company's custom legacy business program into Delphi with an Oracle backend. System encompassed all business applications, including order entry, customer enrollment, credit card payments, electronic banking verification, returns, fulfillment, and commission calculation for 300,000+ customers. Redesigned customer reports using Crystal Reports and Quick Reports. Installed and implemented an IIS and Microsoft Exchange server. Responsible for all hardware and software on 4 NT 4.0 servers and 55 call center Win 2000/98/95 workstations. Reported directly to the President and Vice President.

Additional Work Experience:

Computer Technology Associates (CTA)

Senior Engineer 1991 – 1995

Staff Engineer 1989 – 1991

Associate Engineer 1987 – 1989

MAI Basic Four Information Systems

Systems Analyst 1987

Programmer Analyst 1985 – 1987

Customer Service Rep. 1981-1985

Education:

Certified Nurse Assistant (CNA) - DeAnza Junior College, Cupertino, CA

REFERENCES

Connie Rhodes
Home: 303-850-9748
Cell: 303-349-3658

Manager of Dynamics Team
Managers at Microsoft

Alex Rivas
Home: 303-423-0095
Cell: 303-881-0964

Dynamics Team Manager
at Microsoft

Guy Garten
Cell: 303-717-0051

Friend and co-worker
at Microsoft

Jack Graber
Cell: 303-717-0051

Friend and co-worker
at Microsoft

Linda Hale
Home: 303-798-7601

Friend and co-worker
at Espial USA