

**PROFESSIONAL SUMMARY**

I am an experienced IT Operations professional and web architect/developer. My background covers data center operations, server build, web front-end, middle-tier, and database/data warehouse environments, network and systems support, and development with ASP.NET, C#, PowerShell, and MS SQL/SSIS, with some Linux/Python/MySQL experience as well. My strengths include building and deploying Windows servers, development of web-based tools, troubleshooting LAN/WAN environments, web/database/warehouse architecture, and working in a team environment.

**EXPERIENCE**

Windows Architectures:	16 Years	Unix/Linux Architecture:	6 Years
LAN/WAN Technologies:	16 Years	Database/Data Warehouse	
Web Architecture & Development		• MS SQL:	12 Years
• ASP.NET/C#:	11 Years	• MS SQL SSIS:	2 Years
• Windows PowerShell:	2 Years	• Hadoop:	2 Years
• Python/MySQL:	1 Year	• Netezza:	2 Years

**SKILLS**

**Windows:** 2003, 2008 & 2012 Operating Systems; IIS, Active Directory, Exchange Server, SharePoint; Server imaging and deployment, Middle Tier and Network Troubleshooting; Desktop Environments.

**Unix/Linux Architecture:** Sun Solaris, Linux and HP-UX Environments; Hardware, Application, Middle Tier and Network Troubleshooting; Web Services troubleshooting; Various Finite Element Modeling & Engineering Applications.

**Hardware Platforms:** Dell, HP/Compaq, and IBM Server & Desktop Platforms; APC UPS and Switch Systems; VMWare environments; Cisco Hardware and IOS Environments; BigIP and Citrix Netscaler; Netgear Switches & Hubs.

**Application/Tool Support:** Veritas NetBackup; LiteSpeed SQL Backup; Monitoring Tools: Systems Center Operations Manager (SCOM)/Microsoft Operations Manager (MOM), HP OpenView Suite, Nagios, Big Brother, Cacti, Cisco Network Node Manager (NNM); Zenoss, Keynote, Gomez; Talisma Email Management; Vitria BusinessWare; Artesia TEAMS.

**LAN/WAN Technologies:** TCP/IP, DNS/DHCP/WINS, Frame Relay; DS3 and Telco Support; WAN Troubleshooting and Support; Mainframe Connectivity to Windows, Unix environments.

**Web Architecture/Development:** ASP.NET/ADO.NET; C#; Python, VBScript, WMI; PowerShell; MySQL; SQLAlchemy, SNMP, XHTML/DHTML/CCS/JavaScript; JSon/Twisted Web; Visual Studio; PyDev; Adobe Creative Suite. Built and deployed my personal Web Sites: [www.scottchurchimages.com](http://www.scottchurchimages.com), [www.scottchurchdirect.com](http://www.scottchurchdirect.com). Functioning demos of my self-supporting asset management systems and other web-based tools available upon request.

**Database/Data Warehouse:** MS SQL/T-SQL/SSIS; Hadoop (IBM BigInsights, HortonWorks); Netezza, IBM InfoSphere Change Data Capture (CDC).

**WORK HISTORY****Sirius Data & Analytics - Redmond, WA (Jan. 2015 to Present)**

**Solutions Specialist:** Provided 7x24 Tier 3 operations support for T-Mobile Business Analytics division, including SQL server builds, web tool development (.NET), and Netezza (TwinFin 12) and Hadoop support (HortonWorks). Assisted with build, deployment, and 7x24 support of a single-rack IBM BigInsights Hadoop environment for Academy Sports & Outdoors. Provided build and/or operations support for InfoSphere and Netezza (TwinFin 24) for other clients. Received a Sirius Guiding Star award for outstanding customer support.

**Mindtree Ltd. (Microsoft Skype) - Redmond, WA (July 2014 to Jan. 2015)**

Systems Engineer: Provided 7x24 Tier 3 operations support for the MS Skype/Lync Online Operations Center covering front-end, middle-tier, and back-end SQL environments including monitoring, troubleshooting, deployments, update support, and communication as required. Built and deployed SQL Reporting systems for metrics tracking. Supported troubleshooting guide updates, training and operations documentation as needed.

**Microsoft MS Com (Contract). - Redmond, WA (Sept. 2013 to May 2014)**

Systems Engineer: Provided 7x24 Tier 3 infrastructure support for MS internal marketing, budget planning and reporting tools covering front-end, middle-tier, and SQL and SQL OLTP environments. Built and deployed new SQL server platforms and maintained troubleshooting guides as needed. Built an asset management system that tracked 20,000 servers and their load-balanced pools.

**Demand Media. - Bellevue, WA (June 2012 to July 2013)**

Software Engineer: Architected the MySQL database for the company's automated data center project. Developed middle-tier asset management applications. Expanded the company asset management and escalation support tools I built including improved data gathering/processing features leveraging Python and PowerShell, and more versatile and intuitive front-ends based on customer feedback. Provided on-call support, training and user guides as needed.

**Demand Media. - Bellevue, WA (July 2009 to June 2012)**

Network Operations Center Analyst/Tool & Automation Developer: Built and supported web-based tools including a self-updating asset management all company Servers and load balancers, and a self-updating on-call escalation support tool. Provided 7x24 Tier 2 operations support for webhosting, API-based widgets, and domain registration/reseller environments. Handled incident management and documentation and supported change control activities.

**Siemens IT Solutions (Microsoft Xbox) - Issaquah, WA (July 2008 to July 2009)**

Network Operations Center Analyst: Provided 7x24 Tier 2 operations support and rotating Shift Lead/Incident Management duties for Xbox Live. Troubleshot and maintained web farm, BackOffice and networking environments. Coordinated incident management and ticketing, and maintained documentation of operational procedures.

**Getty Images Inc. - Seattle, WA (October 2002 to July 2008)**

Network Operations Center Analyst: Provided Tier 2 operations support for global e-commerce environments including web farm, BackOffice, networking, and telcos. Supported various digital asset management, web services, and royalty support applications and hardware. Supported 3rd-party WAN performance and site availability environments. Handled incident management, documentation, team management and hiring/training of new employees as needed. Built and deployed an asset management system for the company's servers and network assets with reporting features.

**Scott Church Consulting - Bothell, WA (February 2002 to October 2002)**

Network and Desktop Consulting: Set up and troubleshot Data Center equipment, networks, and desktop systems for small to medium sized enterprise clients including the Swedish Hospital Heart Institute, Seattle, WA.

**Icarumba Inc. - Bothell, WA (April 2001 to July 2001)**

Information Systems Manager: Maintained Windows 2000 Data Center and Desktop environments including servers, network devices, desktops and printers, and the company phone and building security systems (Repartee/Mitel Winpass). Coordinated all DNS for in-house hosted Web Sites with exterior POP providers. Coordinated Customer and Vendor contacts and represented the company in Vendor negotiations.

**Paradigm4 - Bothell, WA (March 2000 to March 2001)**

Network Operations Center Analyst: Senior Network Operations Lead in support of a nationwide WAN providing Mobile Data access to Back End Databases. Supported LAN/WAN Networks, Unix and Windows hosts, and Unix to Mainframe Conversion Applications. Troubleshot SQL and Oracle servers, wireless data networks and mobile fixed end systems. Created and maintained operations manuals and other documentation. Subject Matter Expert for several customer products, including criminal justice database access for multiple states. Trained new NOC and Help Desk Analysts and functioned as Operations Center Supervisor when managers were away. Represented the company in various planning, support and partnering roles with Vendors and customers.

**EDUCATION & CERTIFICATIONS**

Microsoft Certified Systems Engineer: 1999

Microsoft Certified Professional:

Amazon Total Cost of Ownership: 2016

Bachelors - Mechanical Engineering: University of Washington

Masters - Applied Physics: University of Washington

**REFERENCES**

Available Upon Request.