Stephen Eskin

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EMPLOYMENT HISTORY

Senior Database Administrator, Lead / Database Reliability Engineer — 2017-Present

Global Payments, Remote

- Recently completed architecting, implementing, and managing a major migration of over 100 production, test, and development databases from an on-prem data center to the Google Cloud Platform as part of a coordinated effort to move operations "to the cloud" with little to no downtime, primarily achieved via custom log shipping solutions and automated deployments. Currently utilizing a mix of Google Compute VMs and Cloud SQL instances across multiple VPCs and projects deployed and managed via Terraform
- Providing production support for over 150 Microsoft SQL Servers including setup, monitoring and maintaining several business critical highly transactional financial transaction system databases
- Experience building, troubleshooting, and managing Availability Groups, Clusters, and Mirrors of geographically dispersed multi-node databases for high availability / disaster recovery solutions
- Experience with a range of tools and commands to diagnose database issues stemming from database deadlocking, blocking, locking, poor query performance, index maintenance, and statistics
- Responsible for implementing and monitoring database backups (including backup validation and disaster recovery testing) in order to meet Recovery Point Objectives and Recovery Time Objectives
- Code reviews and releases of database specific software components designed by in house developers into production database environments, diagnosing and resolving any issues that may arise during deployment

Database Administrator / Web Programmer — 2009-2017

University of Maryland Police Department, College Park, MD

- Managed over 35 production Web, Oracle, and MSSQL servers and applications including the primary police Records Management and Computer Aided Dispatching System as well as maintained legacy systems
- Designed, developed, and tested internal business applications used for day-to-day management of a wide range of department functions written in PHP, HTML, CSS, JS/AJAX, ColdFusion, Oracle, and MSSQL
- Totally redesigned and produced a new public website for the department located at www.umpd.umd.edu
- Created a ColdFusion based application to track currently assigned, as well as new requests for, physical access keys to buildings on the University property which are produced by the department
- Migrated the department to a new Computer Aided Dispatch and Records Management System for police reports, which involved setting up new servers and databases, coordinating with the software vendor, as well as installing and configuring multiple client programs on a majority of the department's PCs
- Coordinated with numerous universities in the State of Maryland to design and build an information sharing system of data on individuals issued Trespass/Denial of Access orders to campuses by utilizing custom data extraction scripts combined with SFTP data transfer and data conversion and storage scripts
- Implemented a new emergency alerts system created by EverBridge for the University of Maryland to reach over 60,000 students/faculty/staff, including setting up a monthly "sync" of up-to-date contact information
- Managed a number of student programming interns working in a team-based environment

IT Support Intern — 2008-2009

University of Maryland Police Department, College Park, MD

- Performed maintenance for a computer network spanning 4 buildings and over 125 networked computers
- Routinely repaired, upgraded and serviced computers, installed hardware and software, as well as provided department employees with routine technical support, responding to everyday pc needs
- Created a framework, and numbers modules for internal business applications using PHP, HTML, AJAX, Oracle, and SQL languages for various departmental use such as tracking financials, helpdesk tickets, overtime, special events, rolodex and personnel data, reports of incidents captured by CCTV, and more

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EDUCATION

B.S. Computer Science (College of Computer, Mathematical and Physical Sciences) — 2006-2011

University of Maryland, College Park, MD

Hardware

- Extensive experience with Active Directory based small to medium business networks running Windows Server 2019 back to 2012 including server installation/configuration/management/maintenance with strong Powershell/batch scripting abilities, as well as extensive experience troubleshooting large complex systems
- Advanced knowledge and experience with the installation/configuration/maintenance/diagnostic and repair of various types and configurations of computers and other electronics including PCs and Macs, networking equipment, phones, printers and fax machines, and more

Software

- Extensive experience managing and troubleshooting/repairing major operating systems such as Windows and Apple OS, plus intermediate Linux experience
- Extensive experience with Microsoft Office suite as well as other Microsoft software products
- Intermediate experience with Microsoft Exchange Server and Windows SharePoint Services

Database Administration

- Extensive experience installing, configuring, monitoring, and maintaining Microsoft SQL Server versions 2005-2019 used for highly transactional databases utilizing high availability / disaster recovery solutions such as Availability Groups, Clusters, and Mirrors made up of geographically dispersed nodes
- Experience with a range of tools and commands to diagnose database issues stemming from database deadlocking, blocking, locking, poor query performance, index maintenance, and statistics including Idera Diagnostic Manager, Red-Gate SQL Toolbelt, community scripts such as sp_WhoIsActive, sp_Blitz and IndexOptimize, and home-grown solutions such as custom SQL Server Audits & XEvents fed to Splunk
- Experience implementing and monitoring database backups (including backup validation and disaster recovery testing) including meeting RPOs and RTOs set by the business
- Experience creating and maintaining SSRS and SSIS packages for reporting and data movement
- Experience with Oracle and MSSQL database languages, including building queries and creating reports

Programming

- Advanced knowledge of PHP, HTML, CSS and JavaScript web programming on IIS and Apache webservers
- Experience scripting in Windows environments with PowerShell and Bash
- Intermediate knowledge of ColdFusion, AJAX, VBScript and XML web programming languages
- Intermediate knowledge and experience with web services such as REST and JSON
- Basic knowledge of Python, C++, Java, VB as well as a beginner's knowledge of other basic languages

Miscellaneous

- Experience managing a suite of Public Safety applications including Tyler Technologies (formally New World Systems) Aegis MSP Computer Aided Dispatching and Records Management Systems, as well as emergency notification systems such as Everbridge and Rave Mobile Safety for campus community outreach
- Strong communication and interpersonal skills used to manage and work effectively with team members, and to create support documents and other technical communications for projects created

- Circle of Excellence in 2019 and again in 2022 for outstanding performance and dedication in two major projects involving enterprise-wide changes related to remediation of TLS 1.0 and again for the mass migration of on-prem systems to a new Google Cloud Platform infrastructure
- 2016-2017 University System of Maryland Board of Regents' Staff Award for my exceptional contributions to my department by saving tens of thousands of dollars on the purchase of software and recurring support fees by developing a home-grown software suite custom designed to the department's needs
- Commendation for Excellence in 2016 for going above and beyond my duties during the move to a new headquarters facility with a significant number of planning, construction, and logistical meetings along with equipment ordering, scheduling, and moving
- Commendation of Merit in 2013 for my outstanding efforts in planning, preparing, and executing the extremely technical and complex move of the Security Operations Center to a newly constructed space