

Michael Tavares

System and Database Administrator | Agile Project Coordinator

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PROFESSIONAL PROFILE

Forward-thinking professional with significant, demonstrable expertise implementing state-of-the-art solutions, promoting a robust IT infrastructure, and supporting large development teams. Collaborative, personable, and deeply committed to cross-functional coordination. Proven success aligning technical capabilities with business goals in high-performance corporate environments. Thrives working as an interdisciplinary team member or trusted individual contributor. Ready to make an immediate, positive impact in a role that requires interdepartmental cooperation, creative problem solving, and relentless thought leadership.

WORK HISTORY

Senior Systems Administrator / Database Administrator; EF Educational Tours

2009 – 2017

Facilitated the seamless continuity of business operations through hands-on system and database administration.

- ➔ Provided leadership and direction to projects, programs, and initiatives that drove continuous improvement and evolved technical capabilities.
 - ✓ Deployed EMC XIO SAN.
 - ✓ Implemented SQL Failover clustering and AlwaysOn Availability Groups.
 - ✓ Migrated the entire SQL infrastructure into AWS, in an HA configuration across regions.
- ➔ Minimized operational downtime by monitoring and maintaining 500+ physical and virtual machines; providing fast, effective troubleshooting; and fine-tuning inefficient SQL queries.
- ➔ Managed the production database environment to protect the confidentiality and integrity of business information.
- ➔ Analyzed, recommended, planned, tested, implemented, and supported installations and upgrades pertaining to hardware, software, systems, and servers.
- ➔ Led business continuity and system restoration efforts, including management of Idera SQLSAFE, and implementation of a multi tiered backup solution for the production database environment.
- ➔ As head of the hardware / software procurement department, leveraged productive vendor relationships to negotiate favorable terms and secure the highest quality of service.
- ➔ Optimized resources and personnel to deliver superior outcomes within established budgets and deadlines.
- ➔ Developed and documented standard operating procedures that codified best practices in support of organizational goals.
- ➔ Promoted corporate agility by collaborating with global infrastructure teams, servicing the 60-person development team's systems, and providing support for geographically dispersed, culturally diverse remote and onsite workers.
- ➔ Coached, trained, and mentored junior staff to exceed expectations within a high-performance workplace.

Desktop Configuration Technician; Boston College

2009

Fulfilled a short-term contract to configure new desktops for deployment across university departments.

- ➔ Implemented department-tested images in new desktops and laptops.
- ➔ Installed and set up department-specific software within tight deadlines and parameters.

Systems Administrator; Dana Farber Cancer Institute

2008

Provided system administration and technical support at both the strategic and tactical levels.

- ➔ Responded quickly to service requests, providing technical assistance and addressing root causes.
- ➔ As a liaison between department staff and IT teams, helped translate operational requirements into technical plans.
- ➔ Maintained project-specific servers, including Windows 2003 and OSX, in peak working condition.
- ➔ Strengthened knowledge management by documenting configurations and creating an inventory database.

Systems Engineer; ACS Services

2008

Strengthened business relationships by providing on-site and remote support to clients across multiple industries.

- Installed business network infrastructures, customizing configurations to meet each company's operational needs.
- Implemented, configured, and maintained client servers; monitored backup systems; and implemented a new Citrix environment for ACE Tickets.

Tier 2 Help Desk; Massachusetts General Hospital

2007

Promoted quality patient care by providing timely, efficient Tier 2 hardware support to the radiology department.

- Calibrated sophisticated diagnostic monitors with a high degree of accuracy and precision.
- Implemented the deployment of new picture archiving and communication system (PACS) hardware.
- Coordinated with multidisciplinary teams to ensure the optimal performance of imaging hardware and software.

Tech Demo Development Co-op; Parametric Technologies Corporation

2006

Administered VMware ESX software in support of corporate objectives.

- Implemented a leading edge VMware image tracking system.
- Designed, maintained, and distributed VMware images to application engineers across the globe.
- Developed departmental procedures specific to the co-op position.

IT Helpdesk Assistant Co-op; Shawmut Design & Construction

2006

Supported helpdesk projects and operations, in collaboration with senior technical staff.

- Conducted research, and worked closely with the tech lead to select new products for a company-wide upgrade.
- Maintained Active Directory user profiles and rights, responding quickly and efficiently to personnel changes.

User Assistant Co-op; Harvard University

2005

Performed maintenance and repairs on school machines and personal devices.

- Researched, diagnosed, and resolved a diverse array of helpdesk issues.
- Served as a trusted member of the computer walk-in clinic team.
- Proactively maintained 150 desktops across nineteen campus computer labs.

Completed numerous freelance and independent projects, including wireless network implementations, custom workstation builds, and expert consulting on network and server infrastructure upgrades; details furnished upon request.

EDUCATION

Bachelor of Science in Computer Networking and Information Systems; Wentworth Institute of Technology, 2007

- Teaching Assistant in the Computer Science Department

SELECTED SKILLS

Microsoft SQL Server | VMware | Windows 2012 Server | Active Directory / Group Policies | Atlassian Software

Proficient in the technologies, skills, and methods that drive success as an IT innovator.

Highly adaptable to the evolving demands of dynamic global industries.

Excellent references available upon request.