

# Michael Tavares

System and Database Administrator | Agile Project Coordinator

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## PROFESSIONAL PROFILE

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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

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### 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

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

- Teaching Assistant in the Computer Science Department

## SELECTED SKILLS

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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.**