

Ian McGraw

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DATABASE ADMINISTRATOR / SYSTEM ADMINISTRATION

Technically and mechanically savvy professional with extensive experience in customer service, repairs and modifications. Recently acquired Professional Certifications in Database Administration with working proficiency in Amazon Web Services and a wide variety of systems administration tools and processes. Strong problem solving and time management skills with an outstanding work ethic and dedication to quality and reliability.

TECHNICAL COMPETENCIES

- Database Installation / Server Configuration
- User Access / Training / Permissions / Upgrades
- Data Archiving / Backup / Storage
- Performance Tracking / Data Integrity / Normalization
- Database Structure / Modifications
- MySQL / Microsoft SQL / Oracle SQL / AWS
- PHP / Database Integrations / Web Applications
- Linux / Powershell / Windows Server
- MS Office / Access / Visual Basic
- Troubleshooting / Debugging / Critical Thinking

TECHNICAL AND MECHANICAL EXPERIENCE

IT Technician – Grignon Law Firm

2017 – Present

Design, install and maintain network. Host and maintain website and email. Integrate 3rd party software into MS Office.

Service Technician - Coast Compressor Company

2014 - 2017

Outside Service Technician with responsibilities for troubleshooting, repairing and maintaining industrial air compressors. Completed apprenticeship training and applied advanced mechanical aptitude and client service skills to coordinate all projects. Visited with clients and explained technical modifications and repairs needed

- Routinely completed work much faster than coworkers and with higher quality
- Outstanding time management and self-motivation skills

Lead Technician - Cast Off Marine

2010 - 2014

Worked directly with boat owners and mechanical subcontractors to schedule and complete repairs. Developed excellent rapport with customers and explained all mechanical, technical and design changes prior to completion of work orders.

SALES AND CUSTOMER SERVICE EXPERIENCE

Sales Associate - West Marine

2011 - 2014

Acquired expert level product and industry knowledge, and worked directly with retail clientele on a wide variety of repairs, upgrades and modifications to vessels. Delivered outstanding customer service and recommendations for products and repairs.

Sales Associate - Lehman Brothers Wholesale Mortgage

1994 - 2009

Built a robust client base and routinely funded over \$10 million in loans per month. Prospected heavily to brokers by cold calling and site visits. Made presentations to prospective clients and negotiated with underwriters to fund new loans. Managed team of 3 loan processors and utilized customer database extensively.

EDUCATION AND TECHNICAL CERTIFICATIONS

A.S. Database Management - Long Beach City College (in progress, expected July, 2020)

Certificate of Accomplishment, Database Administrator Specialist - Long Beach City College (2019)

Certificate of Accomplishment, SQL Programmer Specialist - Long Beach City College (2019)

Microsoft Technology Associate, Networking Fundamentals - Microsoft, Inc. (2019)

Microsoft Technology Associate, Windows Server Administration Fundamentals – Microsoft, Inc. (2020)

ABYC Electrical - American Boat and Yachting Council (2016)