

James Ferebee

<https://www.linkedin.com/in/JamesFerebee/>

SUMMARY OF QUALIFICATIONS

- 10+ years in SQL Server database administration including troubleshooting the following topics: installation, configuration, performance, query tuning, backup and restore, disaster recovery, Availability Groups, Failover Cluster Instances, SQL replication, SQL tools (SSMS, ADS, DMS, SSDT, etc), and security.
- Kusto query and Power Automate implementations to investigate business metrics.
- Code development – PowerShell, C#, C++, git, GitHub, Azure DevOps (ADO), Pull Requests with Quality and Assurance (Q&A) testing.
- Escalation resource for both internal and external highly critical issues. Technical knowledge and soft skill expertise.
- Documentation updates (internal and public) for technical products such as SQL Server. 122 individual doc contributions in the last year.
- Experienced in advanced troubleshooting – debugging, dump analysis, code review, issue reproduction, etc.
- Artificial Intelligence ingestion as well as AI development and output review.

EXPERIENCE

MICROSOFT

EMBEDDED ESCALATION ENGINEER

TECHNICAL ADVISOR

SUPPORT ENGINEER

TEKSYSTEMS | *SUPPORT ENGINEER (on-site)*

Irving, TX

September 2022 - Present

March 2021 – September 2022

January 2019 – March 2021

March 2018 – Jan 2019

Embedded Escalation Engineer

- Developed Power Automate flows for historical logging, solving business problems at scale, preemptive notifications for 46 product group teams. Also updated and managed the IcM teams for work.
- Tracked C++ code changes to main product to step through historical changes and understand whether fixes were shipped as intended and scope of work.
- Escalation POC between support and Product Group – published through git public doc updates for regressions and pushed meaningful payload to engineering for development and release by aggregating impact for SQL product. Support receives 150 cases per day. I review every formal escalation and file repair items or discuss with PMs on how to build a better product with customer focus.
- Committed code changes in C#, PowerShell for a public facing tools (SQL_LogScout and SQL Nexus) as well as Pull Request review and filing of enhancements. The tool received 60,000 downloads per month. Azure DevOps (ADO), Azure Pipelines, and GitHub all used for release. Completed accessibility and security reviews per Microsoft policy.
- Reviewed 50 formal escalations monthly and filed product repair items and doc updates to improve overall customer experience.
- Attended shiproom meeting with release services to discuss customer feedback and product input for ongoing challenges.
- Assisted and developed AI initiatives to perform quality and scale and enhance engineer throughput.

Technical Advisor

- Aligned with approximately 8 Engineers to advise on issues both technically and customer management to improve overall customer experience.
- Ensured client demands were met by monitoring the volume of incoming and outgoing cases in aligned skillset.
- Fostered an environment driving growth and process improvement and being an extension of management.
- Trained and advised Support Engineer team members in one-on-one and group settings.

Support Engineer

- Solved highly critical and complicated technical questions related to any SQL Server Microsoft owned product for Premier (contracted) customers.
- Provided high-level support for various technologies: Always on Availability Groups (configuring, auto seeding issues, failover issues, permissions), SQL Server Agent jobs, tracing application level timeouts server-side, Replication (merge, peer-to-peer, transactional, snapshot), Failover Cluster Instances, SQL PowerShell, Profiler Traces, Perfmon for performance, Windows Performance Recorder, Process monitor, query plans/hints, plan guides, index recommendations, query plan analysis, query optimizer regressions, Full-Text search, database mirroring, log shipping, Database Migration Assistant, SQL Server dumps (C++), debugging, Service Broker, QDS, memory pressure, Visual Studio, and SSMS.

ALLIANT SYSTEMS LTD.

SENIOR PROJECT MANAGER

TECHNICAL SERVICE REP

Irving, TX

December 2017 – March 2018

May 2014 – December 2017

- Primary responsibilities: Project Implementation/Q&A/SQL Querying/Database Management and Optimization/Customer Support/T-SQL Development
- Created training material and documentation for 10 multiple month projects for clients. For each project, completed data conversion and comparison, business consultation, data analysis, SQL stored procedure reports, hardware/software configuration, and facilitating coordination with other vendors.

EDUCATION

TEXAS A&M UNIVERSITY – Bachelor of Science

College Station, TX