

Jorge Rosario Acevedo

Application Support / SQL Data Analyst / SQL Developer

Contact

Jrosario1024@gmail.com

[Work Portfolio](#)

850-307-3319

Experience

Yur IT Pro: 2019 - present

SQL Server Database Administrator, I demonstrated exceptional database design and optimization expertise, significantly improving data retrieval processes. This expertise had a significant impact and provided a sense of security for the organization.

Sage Software: 2011 – 2017

At Sage as an SQL Developer and Analyst. I communicated complex data insights to senior stakeholders. I led the creation, design, implementation, and introduction of new or updated reports on ETL weekly within our VB .Net backend production and front-end environment to meet the needs of management and executives. I also supported internal ERP, ticketing, and reporting systems for internal and external partners, including installation, technical support, access management, security, report generation, and data management. My adaptability and dedication to continuous learning allowed me to consistently incorporate new technologies and best practices in database management, leading to the organization's adoption of cutting-edge solutions.

Global eTelecom: 2005 – 2011

In my previous role, I had a wide range of responsibilities. As a SQL Developer, I handled database design, ETL, query writing, creating views and stored procedures, and optimizing database performance. When I moved into the reporting analyst role, my responsibilities included generating and analyzing important reports to make informed business decisions. In addition, as a .NET developer, I was responsible for maintaining and developing applications using the .NET framework. I used tools like SQL Server Management Studio for

"I have extensive experience in SQL, ETL, ERP, database creation, and T-SQL. I possess strong troubleshooting skills to resolve issues in the data application environment and stay updated with the latest developments and best practices in SQL."

Education

Associate Degrees and Certifications:

Kinyon-Campbell Business School (1995-1997)

I completed a range of associate college credit courses focusing on computer science and computer engineering. Covered various topics related to programming, software development, and hardware systems.

West Florida State College (2012-2013)

Obtained a certification in Programming Logic and VB.Net, delving into the fundamentals of programming logic and mastering the VB.Net programming language.

Ongoing Education:

Currently pursuing a comprehensive six-month data boot camp at the University of Miami commencing in September 2024, with a strong emphasis on advanced data analysis, database management, and data-driven decision-making.

I enrolled in specialized courses on machine learning and data visualization analysis at edX, aiming to deepen my expertise in these cutting-edge fields and gain practical skills in data visualization and predictive modeling.

SQL Server and oversaw the functionality of an in-house program called E-Magnus. I also maintained and updated four separate ASP/HTML sites.

Metso Paper: 2000 – 2005

Lotus Notes/Domino Administration:

Managing servers, databases, and user accounts.

Monitoring system performance, troubleshooting issues, and ensuring security.

WAN/LAN Monitoring and Administration:

Monitor and troubleshoot network performance and connectivity.

Collaborating with network engineers to maintain a reliable infrastructure.

Citrix Support:

Provided support for virtualized applications and troubleshoot performance, and assisted with setup.

Local and Remote Support:

Providing technical support for end-users and resolving hardware and software issues.

Lotus Application Development:

Collaborating to design, develop, and enhance Lotus applications for improved usability and efficiency.

The Coca-Cola Company-1997-2000

Lotus Notes/Domino Administration:

Responsible for managing and overseeing the global Lotus Notes/Domino infrastructure.

Monitor system performance, troubleshoot issues, and maintain high availability.

Implement security policies and access controls.

WAN/LAN Monitoring and Administration:

Monitor Wide Area Network (WAN) and Local Area Network (LAN) performance.

Address network connectivity issues and optimize network resources.

Collaborate with network engineers to ensure a reliable and efficient network.

Support:

Provide Citrix support for virtualized applications and desktops.

Troubleshoot Citrix-related challenges, including performance and connectivity.

Assist users with Citrix Receiver setup and configuration.

Local and Remote Support:

Deliver technical support to end-users across North America, South America, Spain, and Portugal.

Resolve hardware and software issues promptly, both on-site and remotely.

Document support requests and solutions.

Skills

- Problem-solving
- SQL development / CSS
- PostgreSQL/pgAdmin
- MongoDB
- Extract, Transform, Load (ETL) process
- Bootstrap framework
- Tableau
- Fully Bilingual English & Spanish
- Python
- Power-Bi
- Tableau