

# Chad Baldwin, MCSA

resume@chadbaldwin.net

Motivated and versatile software and database developer, MCSA certified in Database Development. Proficient in schema design, data normalization techniques and query/index tuning. Always looking for new challenges and new technologies to learn. Experienced with the software development life cycle (SDLC) utilizing various project management methodologies including Agile, Scrum and Kanban. Efficient working both independently and in a team environment.

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## Skills

### **Database Design, Development and Reporting**

12+ years of experience in database/schema design, query tuning, index tuning, SQL development, troubleshooting locking and blocking issues, data analysis, custom reporting and data visualization.

### **.NET Development Using C# and PowerShell**

9+ years experience with PowerShell and 2+ years of experience working with C# and .NET to build back end services integrating with 3rd party API's, web scraping, ETL processes and task automation.

### **Tools & Technologies**

AWS Services (incl. Console, CloudWatch, EC2, S3, SES, SNS, Secrets Manager) • Azure Data Studio (ADS) • Azure DevOps • Chrome DevTools • Confluence • DBADash • dbatools • Docker • Elasticsearch • Excel • Fiddler • Git • Jira • Postman • PowerShell • RabbitMQ • Red Gate Toolbelt • Sisense BI Reporting • Splunk • SQL Server Data Tools (SSDT) • SQL Server Management Studio (SSMS) • SQL Server Profiler • SQL Server Reporting Services (SSRS) • SVN • Upsource • Visual Studio • VS Code

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## Experience



### **Homecare Homebase**

Industry leader software solution for home-based care, streamlining everything from scheduling, mapping and routing to billing, compliance and revenue cycle management

#### **Data Engineer III** • May, 2022 – Present • 1 yr 11 mos

Specialized in research and development with a focus on performance tuning for SQL Server. Designed and implemented systems for identifying and solving complex database issues through innovative proof-of-concept systems and strategic process improvements. Demonstrated ability to deliver outside-the-box solutions that enhance data management and operational effectiveness.

- Developed a system to monitor millions of SQL Server indexes, enabling the identification and removal of unused indexes to optimize database performance and resource allocation. Leading to a significant reduction in superfluous write activity by removing unnecessary indexes while ensuring no performance regression.
- Engineered an advanced analytics tool to evaluate physical index structures, successfully identifying and resolving issues with duplicate, overlapping, and mergeable indexes, which significantly enhanced query efficiency and storage utilization.
- Designed and implemented a robust system for synchronizing and consolidating system metadata from hundreds of SQL Server instances into a central repository. This tool aids in monitoring and managing schema and configuration drift, improving consistency and control across the database environment.



### **AutoAlert**

Jun, 2012 – May, 2022 • 10 yrs

A data mining company dedicated to identifying leads in automotive dealerships customer data with the goal of helping them increase customer retention and sales.

#### **Database Developer** • Oct, 2015 – May, 2022 • 6 yrs 8 mos

Primarily working with SQL, C# and PowerShell; improved products by working with development and product teams to engineer back-end services, build databases and design schemas. Implemented ETL processes for importing, cleansing and normalizing automotive dealership data to be processed by our proprietary calculation engine.

- Collaborated with 3rd party data providers to build integrations for tasks such as Salesforce data syncing, email/address sanitization, data appends and ETL processes
- Helped maintain and improve an elaborate calculation engine written in SQL to support new features and settings
- Tuned existing SQL code to run faster and more efficiently reducing both runtime and resource usage through query and index tuning by analyzing execution plans, server statistics, dynamic management views (DMV's), SQL Server First Responder Kit and SentryOne Plan Explorer
- Worked on many ETL projects using SQL, C#, PowerShell and batch scripting, and SSIS packages
- Contributed to complex back-end services written in C# utilizing technologies such as Elasticsearch, RabbitMQ, Redis, Amazon SNS, Amazon SES, Amazon S3, Docker, Selenium web scraping, and handling files via FTP
- Experience with using collaboration and CI/CD tools including Jenkins, Slack, Upsource, Jira and Confluence
- Worked primarily with SQL Server versions 2008, 2012, 2014 practicing good HA/DR policies, using replication and Always On availability groups
- Used AWS tools for troubleshooting, logging and deployment such as CloudWatch, CodeDeploy, and managing/monitoring servers through EC2

**Senior IT Support Analyst** • Jun, 2012 – Oct, 2015 • 3 yrs 4 mos

As an IT Support Analyst I was responsible for quickly triaging and troubleshooting issues in client data. Worked directly with clients over the phone to assist fixing data delivery issues. Built systems and tools to automate detection of bad data quality and reduce the work needed to fix.

- Worked heavily with SSRS to write custom reports for all business needs ranging from simple tablix reports to intricate reports with benchmarks, charts, and complex expressions
- Established a reporting data warehouse to ensure consistent metrics across all reports



**Albert A. Webb Associates**

**IT Intern / Network Technician** • Oct, 2008 – Jun, 2012 • 3 yrs 8 mos

Supported a large multi-location network which hosted on-prem services for hundreds of civil engineers. Assisted in the installation and configuration of SAN, virtualization, network and power equipment.

- Eliminated the need for hiring Cisco consultants by learning to support the Cisco devices through personal research, and formal courses offered at the local college
- In charge of installing, configuring and managing network monitoring software for hundreds of network devices using Nagios
- Established a reliable system for imaging and deploying desktops for new users

## Recognition

**MCSA: SQL 2016 Database Development**

*Microsoft • Certified 2021*

## Education

**Riverside Community College**

**Cisco Networking certification program • 2009 — 2013**

Focused on computer science and Cisco networking. Completed the 4 course Cisco Networking certification program, and received a certificate of completion.

## Personal Projects

**chadbaldwin.net**

**Writer • Dec, 2020 — Present**

I've always enjoyed teaching, and I love learning new technologies and sharing tips and tricks I've picked up over the years. So back in Dec 2020 I decided to build my own blog.

**Schema Search, utility stored procedure**

**Developer • 2015 — Present**

"Schema Search" as I've been calling it, is a stored procedure that focuses on searching the contents of system objects in order to help my understanding of the SQL Server system tables. Eventually, it turned into a tool that I use, at minimum, on a daily

basis. The project is hosted on GitHub and is licensed for anyone to use or contribute!

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## Outside Interests

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In my free time I enjoy writing on [my blog](#) about SQL and PowerShell, working on technical home projects such as smart home automation, networking, 3D printing and 3D design. I also like to contribute to StackOverflow, Reddit communities for SQL/PowerShell and the SQL community Slack channel by helping answer peoples questions.

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## Additional Links

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- **LinkedIn:** [chadbaldwin](#)
- **Credly/Aclaim:** [chadbaldwin](#)
- **GitHub:** [chadbaldwin](#)
- **StackOverflow:** [chad-baldwin](#)
- **PluralSight:** [chadbaldwin](#)
- **Microsoft Learn:** [chadbaldwin](#)