

Adrian Trevor

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Professional Statement

IT Industry Expert with over 30 years of **versatile**, adaptable experience. Currently working in Database Engineering, I'm dependable, responsive, and quick to adopt new technologies

Key Skills

- Strong problem-solving skills.
- Able to work effectively without supervision.
- Prioritisation and time management skills.
- Committed to continual learning and skill improvement.
- Open to sharing knowledge and receiving feedback to improve further

Technical Skills

- SQL Server 2016, 2019, 2022
- SSIS, SSRS, Power BI
- Redgate SQL Monitoring
- Powershell
- T-SQL
- SSMS

Career History

Saga PLC, Folkestone, Kent

September 2023 to Present

MS SQL Database Administrator

- Provide database support for upgrades, assessments, and migrations
- Offer expert advice to stakeholders on all aspects of database management
- Perform troubleshooting and resolution of database-related issues
- Conduct daily monitoring of the database estate through Redgate and custom Powershell Scripts
- Implement and enforce SQL Server security best practices
- Manage new database builds, upgrades, and server migrations
- Perform database backups and restores as require
- Install service packs, cumulative updates, and patches
- Monitor and maintain storage resources and database maintenance plans
- Use Powershell DBA tools for deployment and management tasks

Saga PLC, Folkestone, Kent

June 2017 to September 2023

Desktop Support Analyst

- Achieved three Microsoft exams in the last year
- Provided orientation to new users of existing technology
- Responding to Servicedesk Incidents and Tasks
- Experience of database backup and restore procedures

- Installing and testing computer-related equipment
- Troubleshoot hardware, software, and network operating systems
- Out of hours and on call support as required

Maidstone and Tunbridge Wells NHS Trust, Maidstone
Senior IT Analyst

May 2016 to June 2017

- 1st Line and 2nd Line Support to 4000 users via Telephone and remote support tools
- Manage incident and request tickets in Helpdesk System
- Follow procedures in obtaining authorisation forms (such as for VPN access)
- Software and Hardware support including Desktop, Laptop and Tablet support
- Static and mobile telephony configuration and support
- Cross team collaboration
- Incident management

Circle Housing Group, Kent

IT Desk Side Analyst / System Administrator

March 2006 to March 2016

- 2nd and 3rd line support of Computer hardware and corporate software
- Support to over two thousand customers
- Liaising with all levels of management
- Delegation of incidents from Service Desk system to colleagues
- Troubleshoot and resolution of desktop support issues
- Manage and support Housing Management System
- Supported one hundred and twenty customers
- Responsible for creating new user accounts
- Responsible for managing and maintaining the IT systems within the company.
- Database Management of Housing Management System and Finance Systems
- Ensuring new system functionalities are tested with application developer
- Moving/Setup new office IT Infrastructure and installing /managing networks and Systems

Education and Qualifications

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