David Adam Erlick

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EDUCATION:

TEMPLE UNIVERSITY, Fox School of Business, Philadelphia, PA
Bachelor of Business Administration, Graduated: May 2010
Major: Management Information Systems

INFORMATION TECHNOLOGY SKILLS:

Database Management:	Microsoft SQL Server, Profiler, ClearTrace, Access, ODBC
Operating Systems:	Microsoft Windows, Macintosh OS X
Enterprise Applications:	Windows Server (AD, DNS), VMWare, Citrix, Solarwinds
Troubleshooting:	DebugDiag, Procmon, WinDBG, Process Explorer, Dot Peek
Project Management:	Microsoft Project, SharePoint, Merlin
Analysis:	Microsoft Visio, POM-OM, OmniGraffle, OmniOutliner

INFORMATION TECHNOLOGY CERTIFICATIONS:

CompTIA A+

CAREER RELATED EXPERIENCE:

ORACLE AMERICA, Malvern, PA June 2022 – Present
SQL Database Administrator

- Enabling the vital missions of the Department of Defense (DoD) and the Department of Veteran's Affairs (VA) through the delivery of SQL database solutions for their multifaceted EHRM deployments.
- Installing, configuring and maintaining well over 400 Microsoft SQL database servers deployed internally and externally to the DoD and VA. Specialized in forward deployed servers to VA sites across the United States (US). Collaborated across multiple specialty teams to ensure security and timeliness of deployments.
- Developing monitoring dashboard SQL server solution using SSRS and in house monitoring and reporting tools. Centralize and collect resource information, performance, certificates and other SQL Server DMV information for alerting and monitoring processes.
- Coding Powershell scripts to automate the client deployment of in-house monitoring tools, certificate store information, TDE certificate information and other server monitoring scripts. Optimized the build process by consolidating several separate deployment steps, saving several hours per install.

NEXTGEN HEALTHCARE, Horsham, PA October 2016 – June 2022
Application Engineer, Technical Support

- Provided Application and Technical Support related to the NextGen EHR/PM application software, Windows Servers, SQL databases, networking and related topics for aging and escalated cases.
- Performed in depth application performance analysis and troubleshooting utilizing memory dumps, Windows Debugging Tools, DebugDiag/XPerf, as well as ProcMon and other SysInternals tools.
- Participated in in team collaboration as a Subject Matter Expert (SME) as well as with knowledge article creation and review as a Knowledge Champion for the internal/external knowledgebase.
- Collaborated with Application Developers regarding application defects in order to create effective solutions for clients experiencing high priority or other unknown complex issues.

CAREER RELATED EXPERIENCE CONTINUED:

NEXTGEN HEALTHCARE, Horsham, PA January 2016 – October 2016
SQL Performance Specialist II

- Diagnosed and optimized Microsoft SQL Server and NextGen applications for all clients through SQL, Server Optimization, and Index Maintenance utilizing the results from DMV and Wait Statistics, Profiler Traces, Execution Plans, SQL Extended Events and other monitoring and troubleshooting tools.
- Resolved performance issues related to blocking and deadlocking through the tuning of indexes, statistics, and stored procedure modifications as well as workflow and application settings changes.
- Investigated SQL and server resource contention issues through Performance Monitor and PAL analysis.
- Spearheaded and address client's disaster recovery operations on Microsoft SQL server databases and direct the management of database backup, index and statistics maintenance, and recovery operations.

NEXTGEN HEALTHCARE, Horsham, PA July 2014 – January 2016
Technical Support Specialist II

- Solved highly complex technical issues in relation to NextGen Ambulatory applications, client databases, servers and ancillary products and issues for large multi-practice clients.
- Functioned as a Subject Matter Expert to clients for NextGen technical requirements and best practices regarding client environment setups and configuration, server set up and maintenance and other topics.
- Documented complex procedures and solutions in ticket notes and written articles on the NextGen Knowledge Exchange, allowing technicians and clients to review and resolve issues quickly.
- Researched and documented new known issues with the NextGen Application and Ancillary products in client environments and in house to be reviewed by team leads for submission to development.

THE COMCAST CORPORATION, Horsham, PA November 2012 – October 2013
CAE 3 – Commercial Customer Service Tier 1

- Excelled in the fast-paced and demanding environment of the Central Division's main Business Class call center, which covers much of the Midwest and southern US. This included the major metropolitan areas of Miami, Atlanta and Chicago, among others and covered a diverse range of business types.
- Handled an average of 30-40 calls per day covering a diverse range of topics including billing, changes of service, troubleshooting of business TV, internet, and phones as well as acting as a product consultant for the various Comcast Business Class products offered.
- Exceeded call-handling goals routinely, achieving a Highly Effective rating in every month since January 2013, including two Exceptional ratings, and have received multiple awards for call quality.

ERLICK COMPUTER HELP, Wyncote, PA June 2004 – July 2014
Computer Service Provider

- Negotiated and managed more than 400 residential and commercial client contracts for computer and network installation and configuration, troubleshooting hardware, operating systems, software applications, peripherals, and other support.
- Trained users in computer basics, email, internet, computer security, and other topics.
- Performed subcontract work for HP, Dell, Velocity Micro and other companies. Projects include:
  - Major store rollouts including Citizen's Bank, CW Price, Jos A. Bank, Ross and Giant Food Stores.
  - Preferred Provider for in store repairs for Ross, Kohl's, Fresenius Medical Care, and others.
  - Comcast - Xfinity Signature Support and Business Class Signature Support Field Technician.
  - HP - Completed over 150 warranty repairs and troubleshot hardware problems on HP and Compaq desktop computers for residential and commercial consumers.
  - Dell - Provided a diverse assortment of more than 75 small and medium businesses with on-site computer setup, wireless network setup and data transfer services.

ADDITIONAL EXPERIENCE:

- Marketing Director, Association of Management Information Systems, 2007-2008
- Radio Show Host, WRFM Radio Station, 2003-2006
- Judge, Pennsylvania Junior Academy of Science, Region 1-C, 2004-2014
- Judge, George Washington Carver Science Fair, 2007-2014