

Shawn Eddy

Senior Database and AI Solutions Engineer

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Professional Summary

- Senior Database Engineer with 16+ years of database management expertise—the last 5+ years as a Microsoft Database Administrator. Experience includes 6+ years in government and legal and 10+ years in print and marketing industries.
- Proven expertise in leveraging AI tools like Gemini and ChatGPT to optimize T-SQL queries and improve data structure analysis.
- Improved system performance by over 95%, collaborating with multiple government agencies on a new datashare system, and leading cross-functional projects.
- Focusing on building resilient data infrastructure and driving performance improvements through a unique blend of traditional database expertise and modern AI integration and experience supporting systems in fully remote environments.

Professional Experience

HILLSBOROUGH COUNTY PUBLIC DEFENDER, Tampa, FL

Senior Data Systems Architect | Senior Database and AI Solutions Engineer | Feb 2021–Present

- Spearheaded a critical MS SQL Server 2016 to 2022 database migration for a 170+ user environment, performing version upgrades and ensuring 100% data continuity and system reliability to support new vendor functionality.
- Improved case management system performance by over 95% by correcting severe index fragmentation issue, reducing page load times from 4 minutes to under 10 seconds.
- Collaborated with 4 government agencies to build a new, optimized datashare system. Reverse-engineered the existing one to improve data flow into the Case Management System.
- Optimized 20+ queries using Gemini and ChatGPT, improving database efficiency for existing and new queries, including those for the new datashare system.
- Created 6+ workflows using Microsoft Power Automate as a contingency plan for the new datashare project if there were delays, ensuring 100% system reliability.
- Developed 6+ SSRS reports replacing outdated Crystal Reports for 10+ departments and enabling automated delivery to user's inboxes. Mentored another team member on project and handed the project off.
- Maintained high-availability MS SQL Server environments installed on Windows Server (2016-2022), routinely performing OS-level troubleshooting and collaborating with Managed Services Providers (MSPs) on networking and infrastructure issues (e.g., NICs, firewalls).

Contract Information Technology Programmer | Apr 2019–Feb 2021

- Tier 3 technical support for MS SQL Server databases and associated systems, resolving database integrity, performance tuning, and security issues for a 170+ user service desk environment, ensuring 99.9% uptime.
- Maintained overall system stability and 100% service availability during business hours for 10+ mission-critical web applications and IT systems, consistently meeting internal service delivery standards.

HA THIRTYONE, Remote

Remote Senior Program Developer | Dec 2016 – Nov 2023

- Analyzed campaign performance data for 50+ marketing campaigns, optimizing future strategies using email metrics, which enabled targeted messaging to specific demographics and improved campaign performance.

- Processed over 700,000+ records annually for NCOA compliance and ensuring addresses were properly formatted for the post office to qualify for bulk mailing discounts and reducing postage costs between 35% and 65%.

GRAPHIC VISUAL SOLUTIONS, Greensboro, NC

Programmer / Data Analyst / Senior Program Manager | Nov 2009–Oct 2016

- Engineered SQL-based automation to streamline data processing, reducing manual effort by over 80%.
- Collaborated on project planning for 30+ new campaigns annually, creating a comprehensive time estimate matrix that enabled 95% on-time delivery of campaigns.
- Provided valuable insights from data analysis on 50+ projects annually, which directly influenced project strategy, budget allocation, and delivery timelines.

Personal Projects

Event Calendar Web Application | 2025

- Developed responsive web calendar application using Gemini AI for code generation, demonstrating modern web development and AI-assisted programming capabilities.
- Implemented user-friendly interface with real-time event scheduling and management features.
- Technologies: HTML, CSS, Firebase, Gemini AI
- GitHub: <https://github.com/EddyS13/CalendarApp>
- Business Value: Showcases ability to leverage AI tools for rapid application development while maintaining code quality and user experience standards.

Case Management System | 2025

- Developing comprehensive Case Management System using Gemini AI for requirements generation and code development, addressing critical performance gaps in existing enterprise systems.
- Designed automated case opening process to improve case processing efficiency by 40% and reduce manual data entry errors by 60%.
- Technologies: C#, ASP.NET Core, SQL Server, Typescript, Gemini AI
- Business Value: Resolves application performance bottlenecks and database optimization issues while enhancing user experience and ensuring data integrity for high-volume case processing.

Education

DEVRY INSTITUTE OF TECHNOLOGY, Columbus, OH

Associates Applied Science in Electronics and Computer Technology | Mar 2001
Dean's List / Honors Graduate (GPA: 3.78/4.0)

Skills

- **Database Systems Management:** Microsoft SQL Server (2016, 2019,2022), Scheduled Backups, Database Health Monitoring, Performance Metrics, SQL Server Management Studio 21 (SSMS), SQL Profiler, MySQL (Web-based)
- **Data Analysis & Management:** Data Analysis, Data Validation, Data Reconciliation, Data Solutions, Data Quality Improvement, Data Manipulations
- **Reporting & BI:** SQL Server Reporting Services (SSRS), Power BI, Crystal Reports

- **System Optimization & Tuning:** SQL Query Tuning, Database Indexing Strategies, Workload Execution Plans, Query Performance Metrics, T-SQL Development, Stored Procedures, RedGate SQL Toolbelt Essentials
- **Data Management & ETL:** ETL Processes (Design, Build, Run), Data Administration, Data Query, Data Integrity, Data Profiling, Data Dictionaries
- **AI & Automation:** Gemini, ChatGPT, Grok, Claude, CoPilot, Power Automate
- **Technical & Collaboration Tools:** Azure (Cloud Platform), Visual Studio, Visual Studio Code, Azure DevOps, Office 365, JSON, XML, HTML 5, CSS3, JavaScript, Bootstrap, AngularJS, ASP.NET, VB.NET, PowerShell, Word, Excel, PowerPoint, Outlook, OneDrive, GitHub, Sentry One (*Evaluated*)
- **Operating Systems & Infrastructure:** Windows Server (2016-2022), Windows OS (10/11), NICs, Subnets, Basic Firewall Concepts, Server/Desktop Troubleshooting
- **Soft Skills:** Cross-Functional Collaboration, Project Leadership, Advanced Technical Support, Service Desk Resolution, Client/Customer Service, SLA Management.

Certificates

- **Artificial Intelligence Fundamentals** – IBM Skillsbuild (Jul 2025)
- **Microsoft Power Automate Essential Training** - LinkedIn (Feb 2025)
- **Microsoft Power Automate: Advanced Business Automation** - LinkedIn (Feb 2025)
- **SQL Server 2022 Administration** - LinkedIn (Nov 2024)
- **SQL: Data Reporting and Analysis** - LinkedIn (Aug 2022)