

Joseph M. LUCIEN

SYSTEM AND DATABASE ADMINISTRATOR

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SKILLS

- Backup & disaster recovery
- Performance monitoring
- Troubleshooting
- Database management (e.g., SQL Server, Oracle, MySQL)
- Quick learning ability
- Flexibility and adaptability
- Problem-solving
- Scripting and automation (e.g., Bash, Python)
- Monitoring tools & protocols
- Documentation
- Attention to detail
- OS administration (e.g., Windows, Linux, Unix)

EXPERIENCE

Jan. 2023 – May. 2024

DATABASE ADMINISTRATOR **UNIGESTION HOLDING S.A (DIGICEL HAITI)**

- Model and design databases according to specific customer requirements.
- Create tables, views, constraints, indexes, triggers, packages and jobs in SQL Server and Oracle SQL Server and Oracle databases.
- Install database software (Oracle, SQL Server, MySQL...) on different OS platforms (Linux, Solaris, Windows...) OS platforms (Linux, Solaris, Windows).
- Ensure data availability and quality by maintaining and improving performance.
- Create user guides and documents on how to solve problems confronted.
- Provide support in case of malfunction.
- Work with software vendor support teams (Microsoft Support, Oracle Support...).
- Create backup plans for SQL Server and Oracle databases.
- Carry out data restoration if necessary.
- Develop stored procedures (SQL, PL/SQL) and bash and Windows jobs to automate repetitive tasks to meet monitoring, operation and maintenance objectives.
- Create notification alerts, profiles and database messaging configuration for different user groups (developer, webapplication).
- Update Oracle (Standalone, RAC) and SQL Server (Standalone, Cluster) and the software packages used by the company.
- Create links between the SQL server and Oracle databases.
- Use SQL queries to analyze database performance and generate reports.
- Insert / extract / modify / delete data in MS SQL SERVER and Oracle.
- Design and conduct training sessions specific to the Human Resources department.
- Manage the DATA WAREHOUSE/Exadata system, an 8-server cluster database with over 100TB of storage of over 100TB of data.
- Configure new SQL Server and Oracle databases on the OEM.

Jul. 2022 – Jan. 2023

IT SYSTEM ENGINEER
UNIGESTION HOLDING S.A (DIGICEL HAITI)

- Manage and monitor all installed systems and infrastructure.
- Install, configure, test and maintain operating systems and system management tools.
- Proactively ensure the highest levels of systems and infrastructure availability.
- Monitor and test application performance for potential bottlenecks, identify possible solutions, and work with developers to implement those fixes.
- Maintain security, backup, and redundancy strategies.
- Write and maintain custom scripts to increase system efficiency and lower the human intervention time on any tasks.
- Participate in the design of information and operational support systems.
- Liaise with vendors and other IT personnel for problem resolution.
- Investigating the current IT system, documenting user needs and recommending improvements.
- Designing system improvements and overseeing implementation.
- Testing and repairing system faults.
- Providing technical guidance and troubleshooting systems.

Feb. 2019 – Jul. 2022

CHARGING & MEDIATION SYSTEM ENGINEER
UNIGESTION HOLDING S.A (DIGICEL Haiti)

- Designing and developing charging and mediation systems based on the specific requirements of the industry.
- Conducting feasibility studies and analyzing system requirements to determine the most appropriate charging and mediation solutions.
- Collaborating with cross-functional teams to define system architectures and interfaces for charging and mediation systems.
- Implementing and configuring charging and mediation software platforms and systems.
- Testing and troubleshooting charging and mediation systems to ensure proper functionality and performance.
- Conducting system performance analysis and optimization to improve efficiency and reliability.
- Developing and maintaining technical documentation, including system specifications, user manuals, and troubleshooting guides.
- Providing technical support and assistance to internal teams and external clients in deploying and operating charging and mediation systems.
- Monitoring system performance and conducting regular audits to identify and resolve issues or anomalies.
- Keeping up-to-date with industry trends and advancements in charging and mediation technologies to recommend improvements and enhancements.
- Collaborating with vendors and suppliers to evaluate and select appropriate hardware and software components for charging and mediation systems.
- Participating in project planning and management activities, including estimating resource requirements and timelines for system implementation.
- Ensuring compliance with regulatory and security standards related to charging and mediation systems.
- Conducting training sessions and knowledge transfer activities for users and stakeholders involved in operating charging and mediation systems.

APPLICATION ENGINEER
UNIGESTION HOLDING S.A (DIGICEL Haiti)

- Understanding customer requirements and translating them into technical specifications for application development.
- Collaborating with customers to gather information, analyze needs, and provide technical recommendations.
- Designing and developing customized software applications to meet customer requirements.
- Conducting feasibility studies and providing input on the technical feasibility of proposed applications.
- Creating prototypes and proof-of-concepts to demonstrate the functionality and capabilities of applications.
- Writing and reviewing application codes to ensure quality, efficiency, and adherence to coding standards.
- Troubleshooting and debugging application issues, identifying root causes, and implementing fixes.
- Conducting system testing and quality assurance activities to ensure applications meet functional and performance requirements.
- Collaborating with cross-functional teams, such as software developers, designers, and project managers, to ensure successful application deployment.
- Providing technical support and assistance to customers during application implementation, integration, and post-deployment phases.
- Conducting application performance analysis and optimization to improve efficiency and user experience.
- Participating in product demonstrations and presentations to showcase application features and benefits.
- Staying up-to-date with industry trends and advancements in application development technologies.
- Collaborating with product management teams to provide feedback on application features, enhancements, and new product development.
- Conducting training sessions and knowledge transfer activities for internal teams and customers.
- Collaborating with sales and marketing teams to support pre-sales activities, such as providing technical expertise and participating in customer meetings.
- Participating in requirement gathering and scoping activities for new application development projects.
- Conducting market research and competitive analysis to identify potential improvements and new features for applications.
- Participating in continuous improvement initiatives to enhance the application development process and efficiency.

EDUCATION

2014 - 2018 **BACHELOR OF COMPUTER SCIENCE**
Université INUKA | P-A-P, HTI

2025 **COMPTIA LINUX+ CERTIFIED**
CompTIA | Issued October 2025

2025 **MICROSOFT AZURE DBA AND SQL SOLUTIONS CERTIFIED**
Microsoft | Issued November 2025

2026 **GOOGLE CYBERSECURITY PROFESSIONAL CERTIFICATE**
Google | Issued January 2026

2026 **GOOGLE NETWORK SECURITY CERTIFICATE**
Google | Issued January 2026

2025 **COMPTIA SECURITY+ CERTIFIED**
CompTIA | Issued January 2026

SQL CODE CHALLENGES
LinkedIn Learning – Jan. 2023

WINDOWS SERVER 2012 ACTIVE DIRECTORY: MANAGEMENT AND IMPLEMENTATION
LinkedIn Learning – Jan. 2023

THINK LIKE A LEADER
LinkedIn Learning – Oct. 2019

API TESTING AND VALIDATION
LinkedIn Learning – Nov. 2017