

# George Curtis

## Autonomous Problem Solver | Technical & Analytical Background

Millinocket, ME

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## Professional Summary

Versatile, remote-ready technical professional with experience spanning customer-facing service delivery, data analysis, automation, cloud infrastructure, and software development. Proven ability to work independently in fully remote environments, taking ownership of complex systems and responsibilities with minimal oversight while maintaining strong communication and accountability.

Known for rapidly learning new domains, improving efficiency through automation and data-driven decision making, and delivering measurable outcomes including cost reduction, system modernization, and service reliability improvements. Brings a strong blend of analytical thinking, technical execution, and business awareness across technical, operational, and customer-focused roles.

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## Certifications

- **CompTIA A+**
  - **SQLskills Blackbelt – SQL Server 2019**
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## Core Skills

- Problem Solving & Critical Thinking
- Automation & Process Improvement
- Customer Service & Stakeholder Communication
- Data Analysis & Reporting
- Time Management & Multitasking
- Incident & Escalation Management
- Documentation & Knowledge Management

**Technologies:** Microsoft SQL Server, Azure, Microsoft 365, SharePoint, ConnectWise PSA & Control, Windows, macOS, Linux, Go (Golang), Flutter

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## Work Experience

### Automation Technician / DBA

**SQLWatchmen** — Remote

January 2023 – January 2026

- Served as overflow DBA and senior service resource, independently owning customer tickets end-to-end including triage, remediation, communication, and escalation
  - Led internal R&D and automation initiatives, including a full rewrite of the company's SQL Server toolkit into a guided, GUI-driven solution that reduced deployment time from ~1 day to ~30 minutes
  - Designed, maintained, and documented automation scripts and tools used by the DBA team for monitoring, maintenance, alerting, and operational efficiency
  - Acted as cloud and systems SME, managing Azure, Microsoft 365, SharePoint, and ConnectWise platforms; maintained internal databases, backups, patching, and self-hosted PSA infrastructure
  - Reduced Azure spend by over 60% through subscription cleanup, resource optimization, and vendor migration; received a performance bonus for cost savings
  - Sole architect and developer of an internal health-check and monitoring platform (Go, Flutter, PostgreSQL, Azure), owning planning, architecture, development, and deployment through alpha testing
  - Participated in 24/7 on-call rotation and completed MSSQL-related work including performance tuning, migrations, job failures, backup issues, and incident response
  - Built an AI-based auto-triage system for ConnectWise Manage
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## **Dispatcher**

**SQLWatchmen** — Remote

*August 2022 – January 2023*

- Dispatched, prioritized, and assigned service tickets for a ~10-person MSSQL consulting team using ConnectWise Manage (PSA)
  - Reduced overall ticket backlog by over 50% through improved triage, ownership assignment, and ticket hygiene
  - Led and completed BrightGauge dashboard integration for ConnectWise PSA within three months of hire, earning a performance bonus for rapid delivery
  - Built operational dashboards and KPIs to improve service visibility, workload balancing, and bottleneck identification
  - Began developing internal automation scripts and handling basic MSSQL helpdesk tickets
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## **Tower Technician**

**Mid Atlantic Contracting** — Woodbine, MD

*July 2021 – August 2022*

- Worked with crews to install telecommunications radios, antennas, and auxiliary equipment for network providers
  - Followed detailed technical specifications and safety procedures while working in high-risk environments
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## **Fire and Theft Representative**

**Progressive Insurance** — Frederick, MD  
*December 2019 – June 2021*

- Handled complex insurance claims involving fire and theft across multiple vehicle types, states, and policy lines
  - Conducted in-depth investigations including database research, recorded statements, document review, and coordination with law enforcement and forensic experts
  - Ensured regulatory compliance and collaborated with legal teams and outside counsel
  - Awarded "Sleuth of the Month" three times for investigative excellence
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## **Auto Claims Adjuster**

**Progressive Insurance** — Frederick, MD  
*October 2018 – December 2019*

- Owned end-to-end claims handling for automobile damage, managing customer experience and stakeholder communication
  - Investigated liability and coverage through evidence analysis and policy interpretation
  - Selected for the Total Loss Team to handle higher-exposure claims
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## **Relationship Manager**

**Bank of America** — Eldersburg, MD  
*October 2016 – October 2018*

- Served as a trusted financial services representative, working directly with clients on sensitive financial matters including cash handling, account servicing, and financial product needs
  - Managed client portfolios using Salesforce and tracked sales pipelines and performance metrics using Excel
  - Ensured strict compliance with internal controls, regulatory requirements, and bank security policies while handling confidential customer and financial data
  - Built long-term client relationships through accuracy, attention to detail, and adherence to risk and compliance standards
  - Achieved a 98% customer experience score based on post-interaction surveys, reflecting trust, professionalism, and service quality
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## **Assistant Store Manager**

**Kay Jewelers** — Frederick, MD  
*June 2015 – October 2016*

- Supported daily store operations, staff supervision, and resolution of escalated customer issues in a high-volume retail environment
- Assisted with staff training, scheduling, and performance oversight

- Managed the store's repair department, increasing repair gross income by over 200% through improved processes and staff enablement
  - Obtained Diamond Council of America certifications for Diamonds and Gemstones
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## **Education**

### **Linganore High School**

High School Diploma — Graduated High Honors

*August 2009 – May 2013*