

# QUINCY NORTON

qan727@gmail.com | 801-425-1192 |

www.quincynorton.com

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**SUMMARY** Senior Database Engineer with over nine years of experience optimizing data solutions for companies like Willis Towers Watson. Achievements include a 25% reduction in query response time through caching analysis, and efficiency improvements ranging from 15% to 85% for cross-functional teams. Promoted from Data Analyst to Senior Database Engineer within six years, while contributing to system performance enhancements in high-volume environments.

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**WORK EXPERIENCE** **Senior Database Engineer - Willis Towers Watson** **Apr 2022-Present**

**Responsibilities:**

- Develop, monitor, and optimize SQL queries, procedures, and reports, with a focus on scalability and contractual compliance.
- Led caching and indexing analysis on legacy solutions, decreasing average query response time by 25%, supporting scalability goals.
- Devised the technology, the tools and training to support data analysts and engineers, resulting in efficiency gains ranging from 15% to 85%.

**Database Engineer - Willis Towers Watson** **Mar 2017-Apr 2022**

**Responsibilities:**

- Created custom tooling and scripting to meet client needs for data administration and reporting.
- Engaged in scheduled and emergency maintenance procedures and incident management, was part of a 24-7 PagerDuty support team.
- Translate contractual customer onboarding requirements into operational workflows for 4 teams, developing new procedures and methodologies as occasion suited.
- Leverage exceptional written and verbal communications skills to provide documentation for technical and non-technical colleagues alike.

**Data Analyst - Willis Towers Watson** **Mar 2016-Mar 2017**

**Responsibilities:**

- Generated SQL queries to identify trends in client data and create standardized workflows, increasing department velocity by over 20%.
- Pioneered development of custom applications to interface with data ingestion ETLs and procedures, reducing processing times by over 50%.

**Logistics Coordinator - HandStands** **Jul 2014 - Mar 2016**

**Responsibilities:**

- Launched and maintained a bespoke Warehouse Management System (WMS).
- Implemented an ETL pipeline for loading WMS data into Microsoft Dynamics.
- Engineered a robust system for authoring and validating shipping contracts, reducing time spent on the task by 95%.

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**EDUCATION** **Salt Lake Community College, Salt Lake City, UT** **Jan 2023 - May 2026**

Associate of Science, Computer Science. Expected May 2026

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<b>KEY SKILLS</b>	<b>Programming Languages</b>	<b>Tools and Technologies</b>
	<ul style="list-style-type: none"><li>• MySQL</li><li>• T-SQL</li><li>• Microsoft SQL 70-761 - Certified</li><li>• Python</li><li>• Javascript/TypeScript</li><li>• PHP</li><li>• VBA</li><li>• Java</li></ul>	<ul style="list-style-type: none"><li>• Copilot and AI-Assisted Development</li><li>• Microsoft Azure</li><li>• Agile</li><li>• Jira</li><li>• SSIS</li><li>• Powershell</li><li>• Laravel</li><li>• Git</li></ul>