

QUINCY NORTON

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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.

WORK EXPERIENCE **Senior Database Engineer - Willis Towers Watson** **Apr 2022-Feb 2026**
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

KEY SKILLS

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