

JESSICA CLAIRE

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PROFESSIONAL EXPERIENCE

Oracle Database Administrator

Cognizant Technology Solutions – Annandale, NJ

- Provides remote Oracle database administration for a wide variety of companies ranging in size from Fortune 500 companies to much smaller firms. 3 years of experience in remote Oracle database administration
- Manages customer environments, which includes: monitoring, tuning, backup and recovery, project planning, capacity planning, account management, upgrades, patching, migrations, implementing best practices, and recommending solutions for client problems
- Manages integration of new clients into service support model. Main contact and coordinator for new customers
- Provides direction and mentoring to junior Oracle database administrators. Project manager for evaluation and implementation.
- Software installation, patching, upgrading Oracle 8i, 9i, 10g, 11g, 12c
- UNIX\ LINUX (Solaris, Linux, AIX, HP-UX, Centos) and WINDOWS (2003, 2008, 2008R2, 2012R2) system administration
- Installation, configuration and support of Oracle RAC 11g, 12c
- Configuration, support and failover of proprietary replication scripts.
- Installation and support of Oracle ASM
- Designing, implementing Oracle Backup and Recovery strategies using RMAN
- Performed several successful database restores and recoveries after disaster scenarios
- Installation, configuration and utilization of Oracle database administration tools including grid control, SQL Developer, and Enterprise Manager
- Strong database performance monitoring, tuning, proactive problem prevention, troubleshooting skills
- SQL performance tuning
- Excellent communication skills, responsible for clear communication, planning, contract management
- Ability to work well as a team member in fast paced, demanding atmosphere. Participated regularly in 24/7 on-call rotation.
- Utilized RMAN and Export/Import to perform database refreshes.

Oracle Sr. Specialist/Oracle Supervisor, 11/2014 - Current

Lineage Logistics – El Paso, TX

- Piloted a program to achieve the company objective of distributing wealth of knowledge across the department which resulted in a 70% increase in overall billability Familiarized with upgrades and patching process of client environments.
- Tasked with ensuring key client data stores are continuously available.
- Train technicians and answer questions pertaining to functionality and configuration of monitoring checks and proper investigative techniques.
- Leveraged combination of resources and technologies to understand and tackle complex issues.
- Build spreadsheets of client servers to identify trends in server health as a proactive response to potential issues to report to client.

Database Operations Center Support Specialist

Remote DBA Experts – City, STATE

- Working as part of a 5-member team utilizing IT resources to perform analyses of issues for a variety of clients Monitoring of client servers reactively and proactively to ensure stability and recoverability of business data Comprehensive documentation and communication skills regarding problems, troubleshooting, and overall resolutions with senior DBAs and clients Troubleshooting and resolving issues presented from monitoring or client in a timely fashion to meet and exceed SLA.
- Proficient in time management and assessing priorities of tasks.
- Highly adaptable with a strong ability to learn and demonstrate concepts rapidly.
- Meticulous attention to detail while thriving in a fast-paced environment.

Owner/Operator, 01/2004 - Current

City, STATE

- Construction of both high-end and economical Gaming PCs, workstations, and servers.
- Providing on-site and remote customer service: installation, networking, and troubleshooting.
- Established and continue to maintain several commercial accounts for sourcing hardware and software.

EDUCATION

Bachelor of Science: Industrial Engineering Mathematics, December 2015

Youngstown State University

Industrial Engineering

- Minor in Mathematics
- 6 Sigma Green Belt

SKILLS

Adobe Suite, ASM, attention to detail, AutoCAD, c, communication skills, Hardware, client, clients, customer service, documentation, fashion, fast, HTML, Linux, MacOS, Microsoft Excel, Windows OS, Windows, Microsoft Word, Minitab, Network, networking, Oracle, servers, Sigma, SLA, Software Troubleshooting, Solid Works, spreadsheets, MSSQL, time management, Troubleshooting, upgrades, VPN, Visual Basic