

Jessica Claire

 San Francisco, CA 94105  (555) 432-1000  resumesample@example.com

EXPERIENCE

SENIOR DATABASE ADMINISTRATOR, CBS TEAM LEAD 10/2013 to 03/2018

Northstar Financial Services Group Llc | Tajikistan

- Administration of 100+ servers running on SUSE/Red Hat/AIX/Windows with Oracle Database/RAC/ DataGuard/GoldenGate/ASM, MSSQL, MySQL, VCS 5.1/6.0, Huawei SMDB.
- Supported my manager's idea to discontinue vendor's technical support and took all responsibility for the correct operation of CBS/CRM platforms.
- This led to a saving of more than 250K USD per year.
- Decreased a response time of Payment Systems SQL query/transactions from 60+ seconds to less than 1 second.
- Migrated 1.3+ million customer's data to a new SCP platform with Oracle/SMDB Databases.
- Optimized applications and servers of CBP/CRM systems.
- Increased the server's capacity by 5-7%.
- Decreased the CPU overload from 95% to 65%.
- Installed and configured Oracle GoldenGate to replicate transactions from some of production DB tables to MSSQL 2008/2012, and to the Developers platforms with MySQL.
- Restored some partially destroyed data in ARDC platform's Oracle Database.
- Designed and implemented HA/DR by using DataGuard Standby DBs/RAC+ASM.
- Optimized Oracle DBs, SQL Queries and Instance Performances.
- Restored fully destroyed development CBP platform processes and DBs.
- Restored production CBP server after a crash of VCS and some SMDB/CBP processes.
- Generated ADDM/AWR reports to show difference before/after performance tuning and implemented solutions on the Databases.
- Performed ongoing capacity planning and expansion to meet requirements of Databases growth.
- Created and managed CBS team within the Automation Department.
- Developed solution to charge 3 million subscribers, it was 30 times more than was recommended by the system vendor.
- Solution saved 100K USD for the company and eliminated the risk of the government fines.
- Collaborated with Huawei Engineers to add additional CBP/CRM servers with Oracle Database/RAC/ ASM, SUSE/AIX and SMDB.

DATABASE ADMINISTRATOR 11/2010 to 10/2013

Kord Technologies | Tajikistan

- Administration of 75+ servers running on SUSE/Red Hat/Windows with Oracle Database/RAC/ DataGuard, Huawei SMDB, VCS 5.1/6.0.
- Created triggers, stored procedures, materialized views, tables, indexes, users, roles, partitioned tables, views etc.
- Troubleshoot customers issues related to the Databases and/or OS.
- Developed workflow and scripts for subscriber notification functionality that would send "Plan Fee Due Date" notification to all subscribers few days in advance.
- The functionality drastically decreased the number of calls to Call-Center.
- Collaborated with Huawei engineers from the beginning of a Billing migration project.
- Prepared technical specification documents describing all existing services and business processes.
- Participated in Functional Request Specification preparation for the new billing system.
- Automated and implemented Backup and Recovery procedures.
- Participated in preparation and migration of all Customer's (2.3+ million) data and Price Plans (45+) from MSSQL to Huawei Billing System with Oracle Database.
- Developed SQL scripts for fixing Customer's issues in CBS/CRM applications with Oracle Database and SMDB.
- Provided technical requirements for improvement of Online Roaming charging.
- Launched improved online roaming with more than 230 mobile operators in the world.
- The improvement saved for the company more than 125K USD.
- Collaborated with the development team and performed application performance tuning.
- Identified 200+ issues and bugs before and after the commercial billing launch.

SYSTEMS ENGINEER 06/2005 to 02/2006

Babilon-T | Tajikistan

- Configured and troubleshoot customer's ADSL modems, switches, Wi-Fi, LAN and WLAN.
- Troubleshoot hardware, software, and network issues.
- Performed routine system upgrades, patch and driver installations.
- Added and changed hardware resources on servers with Windows and Linux.
- Monitored resource utilization and system performance on servers with Windows and Linux.
- Provided 24x7 technical support by participating in an on-call schedule.
- Processed customer requests submitted to the Technical Support Center.
- Prevent servers with Windows and Linux OS from virus infection.

EDUCATION

Bachelors of Computer Science (BS) JUNE 2009
Technological University of Tajikistan

SUMMARY

Oracle Certified Associate (OCA) & Huawei Certified Professional with 12+ years of experience in Telecommunications. Hands-on experience in administering 100+ servers with Oracle Database and Linux/ UNIX. Excellent troubleshooting and analytical skills. Good team player and can work with minimum supervision. Authorized to work for any employer in the US.

HIGHLIGHTS

| RMAN | RAC | ASM | OLTP | OLAP | DataGuard | OEM (Oracle Enterprise Manager) | GoldenGate | EXP/IMP | DataPump | SQL*Loader | AWR | ADDM | Data Warehouse | Flashback | SQL Query Optimization | Tablespace Management | Database Schema (Logical) and Physical Design | Database Performance Tuning | Oracle 11gR1 | Oracle 11gR2 | Oracle 12c | PL/SQL | Oracle Manual Backup/Recovery | Oracle DBA | SQL*Plus | SQL Developer | PL/SQL Developer | TKPROF | MySQL | SMDB | MSSQL 2008 | MSSQL 2012 | SUSE Linux 10/11/12 | Red Hat Linux | Oracle Linux | AIX | Windows 7/10 | Shell scripting | Python | PHP | JS | HTML | AWS | TCP/IP | FTP | LAN | DHCP | DNS | VCS (Veritas Cluster Server) | VxVM (Veritas Volume Manager) | Linux LVM (Logical Volume Manager) | CBS (Convergent Billing Solution) | CRM | SDLC (Software Development Life Cycle) | JIRA | HP QC | Scrum |

SKILLS

ADSL, AIX, ASM, Automation, Backup, Billing, Billing System, business processes, c, Call-Center, capacity planning, hardware, CPU, CRM, Data Warehouse, Databases, Database, DHCP, DNS, FTP, Functional, government, HP, HTML, PHP, LAN, Linux, Linux OS, Windows 7, Windows, migration, modems, MySQL, network, OLAP, OS, Optimization, Oracle Enterprise Manager, Oracle, Oracle DBA, DB, Oracle Database, Developer, PL/SQL, processes, Python, Red Hat Linux, Red Hat, Scrum, SDLC, servers, scripts, Shell scripting, Software Development, Specification, MSSQL, SQL, SQL*Loader, switches, tables, TCP/IP, technical support, Troubleshoot, upgrades, Veritas Cluster Server, Veritas Volume Manager, workflow