

# JESSICA CLAIRE

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## Summary

Highly experienced Database Administrator of various RDBMS softwares with 12 years of experience in database development and production environments. Proven skills in database maintenance, security management and establishing backup and recovery processes to safeguard data. Well-versed in various operating systems, including Unix, Red Hat Linux and Microsoft Windows.

## Skills

- Oracle Database Server 10g, 11g, 12c
- Oracle SQL Developer
- Oracle SQL Plus
- Oracle Enterprise Manager (OEM)
- Oracle Performance Tuning
- Oracle Scheduler Job
- Oracle Data Guard Database
- Oracle Recovery Manager (RMAN)
- Oracle Datapump Export/Import
- Teradata SQL Assistant
- Microsoft SQL Server
- Microsoft Powershell
- Microsoft Remote Desktop
- Windows Task Scheduling
- Windows SharePoint
- IBM DB2
- Unix scripting
- BTEQ scripting
- Notepad++
- Microsoft Office (Word, Excel, PowerPoint, Outlook)
- WebEx
- Microsoft Teams
- Skype for Business
- HP Quality Center for defects management
- Service Now
- Linux
- Change Management
- Capacity and Performance Monitoring

## Experience

### System Database Administrator (DBA), 09/2020 to Current

Accenture – City, STATE

- Administer and maintain the client's Oracle and SQL Server infrastructure and databases in development, test, and production environments.
- Apply one-off patches to databases to address a bug or critical issue.
- Troubleshoot and resolve database-related incidents reported by users or detected by database monitoring solution (ex. Oracle Enterprise Manager).
- Perform routine change requests (e.g. create user, reset password, grant access to database object, update table statistics).
- Perform regular database maintenance activities to reclaim space (e.g. rebuild indexes, re-organized tables, clean up and decommission databases).
- Ensure that database availability, reliability, and security expectations are met and/or exceeded.
- Develop and implement database utility programs using Unix and PL/SQL scripts (e.g. database monitoring tools, DBA utilities).
- Collaboratively work with Oracle and other vendors to resolve critical database issues thru Service Requests (SR) and working sessions.
- Restore, recover, clone and refresh database, user tables using Recovery Manager (RMAN) and Datapump export/import utilities.
- ASM and database replatform and/or upgrades on Red Hat Enterprise Linux and HP-UX.

### Application Database Administrator (DBA), 04/2017 to 08/2020

Accenture – City, STATE

- KP Factory and Oracle AppDBA Lead of TD2EX Program for KP.
- Provide consultancy and SME support for objects conversion from Teradata to Oracle Exadata.
- Process design documentation and implementation of procedures related to long-running sessions, objects code change, management and reviews.
- SQL query tuning and matviews code rewrite to ensure the performance is similar or at par with the performance in Teradata.
- Change coordinator between KP regional support contacts (RSC), TD2EX Support, KP Factory and Oracle teams (RWP/Infolob) for user objects modifications, testing and implementation.
- Build and manage client relationship by ensuring availability of software/ application for end-users and provide day-to-day support for software/applications.
- AppDBA Primary for SCAL Region for defects, incidents and service requests.

### System Database Administrator (DBA), 02/2015 to 04/2017

Accenture – City, STATE

- Administer and maintain the client's Oracle, DB2 and SQL Server infrastructure and databases in development, test, and production environments.
- Apply one-off patches to databases to address a bug or critical issue.
- Troubleshoot and resolve database-related incidents reported by users or detected by database monitoring solution (ex. Oracle Enterprise Manager).
- Perform routine change requests (e.g. create user, reset password, grant access to database object, update table statistics).
- Perform regular database maintenance activities to reclaim space (e.g. rebuild indexes, re-organized tables, clean up and decommission databases).
- Ensure that database availability, reliability, and security expectations are met and/or exceeded.
- Develop and implement database utility programs using Unix and PL/SQL scripts (e.g. database monitoring tools, DBA utilities).
- Collaboratively work with Oracle and other vendors to resolve critical database issues thru Service Requests (SR) and working sessions.
- Restore, recover, clone and refresh database, user tables using Recovery Manager (RMAN) and Datapump export/import utilities.
- ASM and database replatform and/or upgrades on Red Hat Enterprise Linux and HP-UX.

### System Database Administrator (DBA), 06/2009 to 02/2015

Accenture – City, STATE

- Administer and maintain the client's Oracle, DB2 and SQL Server infrastructure and databases in development, test, and production environments.
- Restore, recover, clone, refresh database and user tables using Recovery Manager (RMAN) and Datapump export/import utilities.
- Database replatform and/or upgrades on Red Hat Enterprise Linux and HP-UX.
- Apply one-off patches to databases to address a bug or critical issue.
- Troubleshoot and resolve database-related incidents reported by users or detected by database monitoring solution (ex. Oracle Enterprise Manager).
- Perform routine change requests (e.g. create user, reset password, grant access to database object, update table statistics).
- Perform regular database maintenance activities to reclaim space (e.g. rebuild indexes, re-organized tables, clean up and decommission databases).
- Ensure that database availability, reliability, and security expectations are met and/or exceeded.
- Develop and implement database utility programs using Unix and PL/SQL scripts (e.g. database monitoring tools, DBA utilities).
- Collaboratively work with Oracle and other vendors to resolve critical database issues thru Service Requests (SR) and working sessions.

## Education and Training

### Bachelor of Science: Computer Science, 04/2002

Computronix College - Philippines

## Certifications

- Oracle Certified Professional (OCP), Oracle Database 11g Administrator - Oracle - 2013
- Oracle Certified Associate (OCA), Oracle Database 11g Administrator - Oracle - 2011