

# JESSICA CLAIRE

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## Profile

Highly motivated Sales Associate with extensive customer service and sales experience. Outgoing sales professional with track record of driving increased sales, improving buying experience and elevating company profile with target market.

## Core Qualifications

- Jessica Claire is a senior IT infrastructure specialist and Jessica has just finished an international project for a client and is looking for a role specializing in the Solutions management.
- He has a Masters in Computer Applications (MCA) and is a seasoned technical specialist providing business infrastructure solutions, services and support, according to defined processes.
- His expertise includes,
- Project Management
- Implementation Specialist \*WebLogic Server Administration
- Incident Management
- Database administration \*Oracle Cloud operations
- People Management
- ITIL Service Management
- Oracle Enterprise Manager
- Operations Management
- Change Management \*AWS
- Process capability
- Technical support for 24X7 systems
- Database Administration: Exadata X5-2, X4-2, X3-2, Oracle Database 10g/11g
- Middleware Administration: Oracle WebLogic Server 10.3.6, 10.3.5, Oracle Application server, Oracle Management Server, Primavera
- Operating System: Linux, HP-Unix, Solaris, Windows
- Database Tools: EM, RAC, RMAN, Data Guard, AWR/ADDM, TKPROF, SQLDeveloper
- Other tools: Excel, MS Project, Visio, F5 Bigip, Global Traffic Manager
- Testing tools: Win runner, Quick test pro

## Technical Skills

### Professional Experience

**Consultant, 07/2016**

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- Collaborate with Clients, customers to ensure successful implementations which includes.
- Implement OEM 12c setup, Apply BP, Plugins, performance monitoring, notification set up.
- Install/upgrade/patch Oracle Database, performance tuning.
- Install/upgrade/patch Oracle WebLogic servers, deploy applications.

**Project Manager, 12/2016 to 06/2016**

Control Tec – Kokomo

- Led teams across broad technical, financial and business disciplines.
- Focused teams on business objectives and tracked progress to ensure project milestones were completed on time, on budget and with the desired results.
- Mitigated risk factors through careful analysis of financial and statistical data.
- Anticipated and managed change effectively in rapidly evolving global business environments.
- Defined processes and tools best suited to each project.
- Moved between agile and waterfall approaches depending on project specifics and client goals, creating detailed project road maps, plans, schedules and work breakdown structures.
- Executed and implemented multiple projects including, Upgrade database from 10g to 11203/11204 Upgrade database/Grid from 11204 to 12c Migrate database from Oracle Virtual Machines to Oracle Exadata Machines Move database from normal filesystem to ASM disk groups Apply database PSU patches, and one off patches to the environment for multiple customers.
- Building OEM from scratch to go live Upgrade Oracle WebLogic from 10.3.5 to 10.3.6 Upgrade Oracle Web Tier from 11.1.1.3 to 11.1.1.6 Apart from managing projects other daily tasks include Managed a team for Enterprise manager cloud control(Cloudem12c) for Oracle Public Cloud that supports and facilitates end to end monitoring solutions for Oracle cloud services.
- Manage a global team for Cloudem administration (OEM 11g,12c) Deploy/implement OEM 12c sites from end to end Deploy agents 1000's of agents thru mass deploy Deploy/configure management plugins Troubleshoot Oracle Management server issues Troubleshoot Agent issues and make sure they are healthy and uploading all the time Create IP reports to monitor the health of targets Notification/Alerting setup for target availability issues Upgrade OMS and Agents for every new release Follow up with development on bugs and apply fixes as appropriate Maintain a test bed for testing all fixes Administration of access for users thru roles, privileges Automate EM administration thru command line interface "EMCLI" Create plans, work with team to execute the project plan in building new EM sites for Cloudem customers and administer them.
- Recruit, work with new team members to bring them on board in quick time Writing technical documents to help team members in executing new projects Provide technical guidance throughout the project life cycle Process development in a continual manner and provide trouble shooting assistance.

**Principal systems Consultant, 02/2005 to 11/2014**

- Part of Oracle Public Cloud's Monitoring Solution team - CloudEM Operation's team.
- Monitoring included 20000 Database + double the number of Fusion Middleware targets + ZFS targets and making Enterprise Manager the source of truth for any monitoring and inventory storage solution in Oracle Public Cloud.
- The CLOUDEM Operations team supports multiple EM sites across all of the oracle fleet.
- This is an ever growing portfolio as Oracle is constantly adding new data centers.
- When a new site is added it is the job of our team to build out the new EM environments.
- Operations team provides the physically installed servers both exadata and exalogic and we go on to build out the Enterprise Manager site.
- This includes building grid and database, installing OMS & agents, configuring EM for SSL and SSO and working to set up TAS and SDI provisioning services.
- Each of our sites monitor SAAS (Software as a Service) and/or PAAS (Platform as a Service) environments.
- Projects varying from building new environments in different data centers, building disaster recovery environments, Oracle management server upgrades (new Releases), database upgrades applying critical bundle patches and updates, ensuring high availability for the customers Installation of Oracle software/databases Upgrade grid, database from 10g to 11203/11204 & 11g to 12c Apply database PSU patches, and one off patches to the environment for every possible database bugs Responsible for Tuning the Oracle Applications Database that run on the UNIX server to achieve optimal performance.
- Proficient Knowledge of RAC, Configuration Implemented building 20 different OEM sites in various Oracle Cloud Data Centers Deploy OMS, Upgrade OMS plugins, Applying BP on top of OMS infrastructure Implement backup and recovery procedures using RMAN for Oracle databases and test regularly in conjunction with Operations.
- Administer/upgrade/patch Oracle WebLogic servers.

**Associate Consultant, 04/2016 to 02/2016**

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- Installation of Oracle software on Linux boxes Creating tablespaces and database files based on the OFA model.
- Managing database security and creating and assigning appropriate roles and privileges as required by the application Administration of Oracle 10g Application Server.
- Performance tuning of using Explain Plan, SQL Trace, TKPROF, RDA, and STATSPACK.
- Applying Patches for backend Changes Monitoring Backup Schedules.
- Provided 24x7 on call production support Database Reorganizations to reduce fragmentations.
- Monitoring alert logs, trace files to check Database health and corruption.

## Education

TRAININGS AND CERTIFICATIONS Six Sigma Green Belt - certified ITIL V3 Foundation certified Oracle DBA 10g/11g Admin Workshop I and II (OCP) Oracle WebLogic Server/Application Server 11g Administration Oracle 10g/11g RAC DBA Training

Exadata and Database Machine Administration Workshop PMP - Project Management Professional Training Pursuing AWS

Solution Architect - Associate certification : BSc Math

MCA, Madurai Kamaraj University University of Madras - RKM Vivekananda College

BSc Math

## Skills

go live, agile, Architect, ASM, Automate, Backup, budget, c, Change Management, Strong interpersonal skills, excellent communication, Computer Applications, client, Clients, Database Administration, DBA, databases, Disaster recovery, financial, inventory, IP, ITIL, Linux, People Management, Managing, access, Excel, MS Project, Windows, Middleware, Enterprise, Operating System, Operations Management, Oracle Applications, Oracle Application server, Oracle Enterprise Manager, Oracle, Oracle DBA, Oracle Database, organizational skills, People skills, Excellent presentation skills, Primavera, Process development, processes, progress, Project Management, Quick, servers, Six Sigma, Solaris, SQL, SSL, Technical support, Troubleshoot, trouble shooting, troubleshooting, HP-Unix, UNIX, upgrades, Upgrade, Visio, WebLogic, Win runner