

James Frank

DATABASE ADMINISTRATOR



SUMMARY

A dedicated and focused IT Professional with 10+ years of scrupulous experience in database administration. Robust and meticulous expertise as well as thorough exposure, knowledge and understanding of critical Banking Projects, Change Management, Knowledge Transfer, P1 & P2 categories of Incident Management, DBA, SSRS, SSIS, etc. Possesses the rare abilities to understand and translate technical detail into scalable business language. MS Azure Certified IT Professional.

EXPERIENCE

Lead Infrastructure Specialist

Kyndryl Solutions Pvt Ltd. Sep 2021 - Present

1. Experienced in Database administration activities (creating logins, users, roles, and assigning permission to them). MS SQL Server 2008, 2012, 2014, 2016, 2019.
2. Executed the project of Service account remediation for over a year single handed successfully.
3. Performed administrative tasks: Database files management, backup/restore, security management, database mirroring, data integration and synchronization, import/export tables/data, purging data, Migration activities.
4. Worked on migration of SSRS, SSIS. Also, handled TDE configuration, HA (high availability) tasks.
5. Setup backup and restoration jobs for development and QA environments. Managing user access and secure databases.

Systems Administrator

IBM India Pvt Ltd. Apr 2019 - Aug 2021

IBM GTS services have been transitioned to an Independent company 'Kyndryl Solutions'. Therefore, the roles and projects have been transferred from IBM to Kyndryl and are stated on my recent Job profile.

Technology Analyst

Infosys India Pvt Ltd. Jan 2013 - Apr 2019

1. Headed as a Lead for mentoring a team of 10 of 24x7 production support.
2. Worked on Batch operations for mainframe technology and worked on batch scheduling tools like ESP, CA Workload Automation, and ESP is installed on Z/OS.
3. Worked on Nagios XI and monitor console tool. Fixing alerts, agent issues on the servers, Clear/delete unwanted alerts, creating and editing configuration files, upgrading the application.
4. Updated reports with onsite and higher management on a daily basis.

CERTIFICATION

CONTACT

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SKILLS

MS SQL Server

MS Azure

Change and Incident Management

Agile

ServiceNow

Customer Relations

LANGUAGES

English

French

Arabic

German

EDUCATION

Bachelors in Computer Application

San Jose State University
Sep 2009 - Sep 2012