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| **NAME** | Nur Azlin Binte Raja Muda Alam Sah |
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| **NRIC** | S8415132G |
| **D.O.B** | 24th May 1984 |
| **NATIONALITY** | SINGAPOREAN |
| **RACE** | Malay |
| **RELIGION** | Islam |
| **MARITAL STATUS** | Married |
| **LANGUAGE PROFICIENCY** | English & Malay |

Microsoft Certifications Transcript:

<https://mcp.microsoft.com/Anonymous//Transcript/Validate>

Transcript ID : (858999)

Access Code: axlinz84

**BACKGROUND:**

I was trained in web-based applications for 3 years in Nanyang Polytechnic,

I expanded my skill-sets to include Database & Windows administration when I took up Microsoft Certified Database Administration course shortly after graduating from NYP.

Previous working experiences made use of Microsoft Products knowledge but I was fortunate enough to be exposed to

Oracle & IBM DB2 databases residing on Linux & AIX servers in previous job scopes along with analyzing of data.

Due to a Database Administrator unique position in an Operation Team,

I’ve always interacted closely with Infrastructure Team

[Comprising of Network & Server guys] & the Software Development Team.

I’ve been blessed with the opportunity to work with vendors & also involved in IT projects along with day to day operational duties.

I’ve also completed a Specialist Diploma in Big Data Management & I’ve been looking out for the opportunity to switch to Analytics as a job specialization

Currently I’m undertaking machine learning courses to prep myself for NUS-ISS entrance exam for Masters in Enterprise Business Analytics [part-time Sat classes]. I’ve completed Python & will be picking up R on my own.

My machine learning courses with NUS-ISS will end in September.

Currently Data & Feature Engineering In-Progress - [Liner Regression, PCA,K-Best,Time-Series,Data Cleaning, Sampling & Inspection]

Supervised & UnSupervised Modeleling with Machine Learning – Starting in 15th Aug – 4th Sept

[Clustering K-means,SVM,Logistic Regression,Decision Trees,Text Processing].

Other part-time Analytics/machine learning courses scheduled till Nov 2020

**Projects Undertaken or Involved in:**

|  |  |
| --- | --- |
| 2006 | Evaluation of FileMaker Pro 8 database for future company use  Involved in evaluating & providing feedback for vendor creation of Beauty Appointment softwarefor company |
| 2007 | Programming of Airlines’ crews payroll module involving their layovers, extra allowances & different timezone |
| 2011 | POC for Transitlink Datawarehouse / Business Intelligence Project with Microsoft BI Suite. Excludes Cube Design |
| 2017 | Involved in Digital Manufacturing Transformation with Microsoft Power BI for Rolls Royce FBSG Singapore |
| 2019 | Setting up new DB instance to migrate existing System out to a new secure place for Parliament.  Setting up new DB instance for Parliament for a 2FA system  Setting up MS SQL2-Nodes Failover Cluster for new DB Projects in Ministry of Law [High-Availability Features]  Setting up scheduled SSIS job to pull production data into MinLaw DatawareHouse environment for Reporting Team |
| 2019 - Current | Involved in the remote setting up of new DB instance, databases & Report Servers, importing/restoring data & also standardization of scripts deployments/objects creations across all the respective countries  for Hong Kong, Vietnam & Cambodia– a replica of the Raffles Medical Group Singapore Healthcare System. |

## Raffles Medical Group– Senior Systems Analyst [Database]

**Department: CISD**

**Start Date : 17 May 2019 – Current**

**Industry : Healthcare**

**Job Scopes:**

**Using Microsoft SQL Server 2000,2008 R2, 2012, 2014, 2016,2017**

* SQL Server security & service pack patching on STG,UAT & Production clustered servers
* Administer Production Always-On SQL Instances
* Daily Database Health Check
* Data patching [Scripts given by developers]
* Restoration exercises from Production to UAT & Staging environments
* Capacity planning for Database files & backup files storage using in-house developed SSRS Trend Utilization Reports
* Database accounts management
* Configuring of Database Maintenance Plans
* Troubleshooting issues if it arises
* Implementation of TDE on databases along with Microsoft Consultant & later on my own for other instances
* Flagging out Blocking Queries to Apps Team using Idera SQL Diagnostic Manager
* Monitoring DB current & blocking processes with Idera SQL Diagnostic Manager
* Administering Always-On, Re-Setup DB Replication & CDC with scripts provided by NCS as & when necessary
* Troubleshooting SSIS packages if it failed to run
* Monitoring database growth & disk space usage on DB servers
* Installation of New Instances for other countries Application System setup
* Scripting as & when required on Windows server or SQL Server to automate tasks [Picked up Powershell scripting]
* Enabling of Disabling CDC tables & Setting up Replication with NCS scripts

**Reason for wanting to leave:**

Looking for opportunity to switch to Data Analytics as a specialty

## HCL InSys– Senior Engineer

**Department: CISD**

**Start Date : 28 June 2017 – 8th May 2019**

**Industry : Government Agencies**

**Job Scopes:**

**Using Microsoft SQL Server 2008,2012,2014 Oracle 11g**

* SQL Server security & service pack patching on UAT & Production clustered servers
* Oracle 11g Patching on Red Hat Linux
* Restoration exercise from Production to UAT environment for developers
* Data patching [Scripts given by developers]
* Finding ways to fine tune SQL Server instance that’s using SharePoint
* Daily Database Health Check
* Capacity planning for Database files & backup files storage
* Accounts extraction for Audit review
* Set up backup plans
* Turning on Audit
* Audit Extraction for Sys-Admin activities in Monthly Report
* Installation of SQL Server & add-on features
* Troubleshooting issues if it arises
* Monitoring Log Shipping
* Assisting Operations Manager in consolidating & reviewing Wintel/Unix & DB accounts
* Assisting Wintel Team with their QA deployments.
* Participating in DR exercise
* Setting up SQL Cluster for new projects
* Simple scripts on Windows server

**Reason for wanting to leave:**

Left seeking permanent end user position when hubby was almost out of job.

## Rolls Royce– Technical Data Collector via LionBridge Tech

**Department: FBSG**

**Start Date : 16th Aug 2016 – 23 May 2017**

**Industry : Aviation**

* Collates data from different part of the plant for Engineers in Excel & printing reports

## Involved in Digital Manufacturing Project with Microsoft Power BI

* Admin work

**Reason for wanting to leave:**

Received a job offer to get back into IT ~ Database Administration

## Transit Link Pte Ltd **-** Systems Analyst

**Department: IT Operation Department / Database Team**

**Start Date: 18th April 2011 ~ 14th December 2012**

**Industry: Transport**

**Job Scopes:**

**Using Oracle 10G & DB2 on Linux & AIX**

**Using MS SQL 2012, SQL 2012 Business Intelligence (Reporting Services, SSIS & Analysis server), Microsoft Excel**

**Reporting to IT Operations Manager & Application cum Database Team Lead**

**Maintenance & Support for LTA & TransitLink partners 11 DB2 databases**

* Daily monitoring of databases status & health
* Daily monitoring of jobs & rejected messages on web-based application - [SEP GUI]
* Archiving of Database Data
* Monitoring of Disk Space usage where the data files resides
* Adhoc database configurations
* Monitoring of incoming email alerts containing database logs
* Referencing vendor’s scripts on server – simple scripts were formulated on AIX servers
* for database monitoring & operation purposes
* Data patching
* Monitoring & Ad-hoc generating of application related files at server level
* Using existing scripts by predecessor DBAs as reference – SQL scripts were formulated to

perform query jobs, data patches, management statistics and reports

**Maintenance & Support for Internal Oracle 4 Databases**

* Daily monitoring of databases status & health
* Data Patching
* Monitoring of DiskSpace Usage where data files resides
* Monitoring of DB dumps & exports & intervene when automation failed
* Creation of Oracle database objects & Managing DB2 & Oracle user accounts and access rights
* Clearing of Oracle Audit Logs
* Synchronize DR DB with Production DB [manual]
* Automate RMAN Oracle database 10g backup
* Import & Export of data related to internal projects

**TransitLink Trial DatawareHouse Project**

* Evaluation of Business Intelligence Tools
* Creation of Reports & DashBoard Samples using MS SQL Server BI Stack Tools
* Data Analysis for current & future Operations Reports usage
* Data Transformation with MS SQL BI Tool - SSIS

**Others**

* Evaluated tools to improve DBA operational work and also assist Team Lead in evaluating management proposed projects related to databases.
* Initiated creation of daily Operational work documents
* Improvising daily operational work with automated scripts & standardize procedures
* Troubleshooting when requires

.

**Reason for wanting to leave:**

Took a planned 2 Years Career Break.

## 

## Government of Singapore Investment Corporation - Database Administrator

**Department: Technology Department / Operation Team**

**Start Date: 28th September 2009 ~ 27th September 2010 [1 Year Contract]**

**Industry: Banking/Finance**

**Job Scope:**

**Using MS SQL 2008,**

**MS SQL 2005,**

**MS SQL 2000 &**

**MS SQL 7.0**

**Reporting to Senior Manager the Team Lead of Operational database team**

* Handling multiple databases projects requested by Application Teams from Development & UAT

environment to Production & DR stage

* Delegating tasks to operator Specialist to assist us with SQL Server installation, un-installation

& server patching

* Preparation & Participating in disaster recovery tests
* Managing SQL Server patch and upgrade cycles & data patch non automated releases over

the weekends; taking into account dependencies of various applications and business needs

* **Accounts Management**
* Adding, Removing & Modification according to management procedures
* **Handled internal projects given by Team Lead**
  + Ensure DBA accounts have minimal rights on production servers, deploying on 200 over servers working closely with NT Administrators
  + Clean up on link servers using wrong providers, on 200 over servers
  + Extraction for auditors & doing ‘clean ups’ on production servers
  + Ongoing Creation of test cases & testing for enhancement for our web-based requests portal
* **Handled daily administration tasks** 
  + Attending to database alert events,
  + Performing security audit review & rectifications
  + Decommissioning of databases
  + Review & implement database related changes following change & release

management procedures

* + Disk space issues & gives estimated capacity planning to application team
  + Manual monitoring if replication is working fine
* Provide support to application group or vendors & provide technical support to resolve

production database issues before escalating to level 3 infrastructure DBA team or Microsoft

support team, if needed [part of our Standard Operating Procedures]

**Reason for wanting to leave:**

End of Contract.

## NTUC Income - Database Administrator

**Department: Information Management/ Operation Team**

**Start Date: Aug 2008 ~ 18th September 2009**

**Industry: Banking/Finance**

**Job Scope:**

**Using MS SQL 2005, SQL 2005 Business Intelligence (Reporting Services, SSIS & Analysis server)**

**MS SQL 2000 &**

**MS SQL 7.0**

**Oracle 10g** *data extraction only for developers*

**Reporting to Operation Manager & Team Lead of database team**

* Data patching, data migration & retrieving of developer queries for production investigation
* **SQL Job Monitoring and Recovery**
* daily monitoring of SQL jobs and perform recovery action for failed ones.
* **Troubleshooting database issues**
* perform troubleshooting, provide solutions and resolve issues

[mostly together with developers]

* **Database Management**
* Account creation, setup and security configuration for SQL Server
* Creation of SSIS / DTS packages for DatawareHouse team data transfer
* Administering Analysis Server for DatawareHouse team
* Deploying of Reports based on DatawareHouse team requests
* **Monitoring and Performance Tuning**
* Worked together with software developer lead(s) to monitor and tune queries for database performance issues and job optimization
* Advising developers if indexes needed to be added
* Turning on traces & trying to detect ‘locks’ for developers
* **Database Usage & Capacity Planning**
* Liased with DatawareHouse & Software development team members to clear

old redundant data to release space back into the server.

* Alerted the System Manager on possible capacity usage & utilization to System Manager
* Involved with the rest of database members in evaluating tools to provide BCP for

Production databases

* Handle other projects as assigned by Operations Manager or database Team Lead.

**Reason for wanting to leave:**

Left seeking an established company with seasoned SQL database administrators as team mates with established SOPs as guidance to aid in career growth.

## Fynch Consulting Pte Ltd / Alistair Airline Software Systems **-** Database Administrator

**Department: Software Development Team**

**Start Date: 16th April 2007 ~ 11th April 2008**

**Industry: Airline**

**Job Scope –**

**Using MS SQL 2005 & Microsoft Windows 2003 Data Center Edition**

**Reporting to IT Director of Fynch Consulting**.

* Converting the necessary airline software Cold Fusion codes to **Stored Procedures**
* Guided the software engineers to learn how to program sql stored procedures
* Helping out with programming (using Cold Fusion) to help out in the making of airline softwares modules
* Database Backups
* Implemented Disaster Recovery plan using Log shipping on production & development servers
* Creating Audit Triggers
* Databases migration from development to production server & vice versa.
* Configuring Database Mail & Operators to notify me via email of any errors
* Creating Maintenance Plan to automate db tasks
* Database Snapshots
* IIS 6.0 (creating sites, implementing SSL & Wildcard SSL certificates, web security, etc)
* Liased with vendors to get inventories
* Overall in charge for servers & databases maintenance
* Administering of Windows Server 2003

**Below are done for trials purposes to analyze if it’s suitable & not hassle to implement in the company:**

* Setting up Active Directory Windows Server 2003
* Setting up Exchange 2003 & Blackberry Server 4.0
* Setting up DNS & domain controller Windows Server 2003
* Synchronize Exchange 2003, Blackberry & Outlook 2003 together

**Reason for wanting to leave:**

It’s a local SME.

Job scopes focus more on programming airline software and I don’t wish my skill sets on database & server to be lost.

## National HealthCare Group **-** Application Support Analyst

**Start Date : 20th Oct ‘06 - 11th April ’07 [6 months contract]**

**Industry : Healthcare / Medical**

**Job Scope**

**Reporting to Clinical Applications Manager & delegate tasks given by manager**

**to 5 other colleagues**

* Support duties to end user in hospitals & polyclinics under NHG for their

Inhouse Clinical Application ~ Aurora

(troubleshooting application errors, guiding end users, basic PC troubleshooting)

* Conduct trainings for doctors and nurses on using Clinical applications
* Provide feedbacks to development team of the Clinical Application to enable

them to enhance the Clinical Application in terms of network problems, database efficiency or functional aspects of the software based on users’ feedback.

* Installations of the Clinical Application together with the prerequisites & debug Errors

**Reason for wanting to leave:**

Found a relevant job after completing MCDBA course which I undertook while working with NHG.

## Medica Pte Ltd / Aesthetica Pte Ltd **-** IT Assistant

**Start Date : 6 th Apr ‘06 - 30th Aug ‘06**

**Industry : Healthcare / Medical**

**Job Scope**

**Reporting to both General Managers of Medica / Aesthetica Pte Ltd**

* Research on suppliers & materials needed by owner of the company
* Created brochures, newsletters & posters
* Configuring computers to network printer
* Setting up of PCs
* Liasing with company IT vendor for softwares to be used in office
* Setting permissions & access level of folders for colleagues & creation of user folders on Windows Server 2003
* Evaluation of FileMaker Pro 8 database for future company use
* Involved in evaluating & providing feedback for vendor creation of Beauty Appointment softwarefor company

**Reason for wanting to leave:**

Towards the end before I left, my role was changed to Asst Admin Coordinator. There were much more administrative duties rather than IT

# LIST OF SCHOOLS ATTENDED

|  |  |  |
| --- | --- | --- |
| **SCHOOLS ATTENDED** | **QUALIFICATIONS** | **YEAR** |
| Temasek Polytechnic | Specialist Diploma in Big Data Management | 2018 |
| SIM GLOBAL EDUCATION - University of Wollongong,  New South Wales Australia | Bachelor of Computer Science -  Digital Systems Security | 2011 |
| Nanyang Polytechnic | Diploma in Multimedia Infocomm-Technology - Web-Based Services & Products | 2006 |
| Pioneer Secondary School | GCE O-Level | 2000 |
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# LIST OF CERTIFICATIONS ATTAINED

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| **CERTIFICATIONS** | **YEAR** |
| Python with NUS-ISS | Feb 2020 |
| Querying SQL Server 2012/2014 | Jan 2020 |
| Provisioning SQL Databases | Oct 2019 |
| Administering Microsoft SQL Server 2012/2014 Databases | Nov 2017 |
| Post Diploma Cert in Big Data Systems Management [Temasek Poly] | Sep 2017 |
| Post Diploma Cert in Big Data Applications Development [Temasek Poly] | Apr 2018 |
| **Oracle Database SQL Certified Expert – Oracle id : OC0965577** | July 2011 |
| Oracle Certified Associate 11G | Sep 2011 |
| **Microsoft Certified Professional - MCP Id: 3814311** | Dec 2006 |
| MCDBA – Database Administrator SQL 2000 | Apr 2007 |
| MCITP – Database Administrator SQL 2005 | June 2009 |
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| **COURSES ATTENDED** | **YEAR** |
| PMP | Nov 2016 |
| 2 Day DBA – Oracle 11G | 2012 |
| Maintaining SQL 2005 | Sept 2007 |
| SQL 2000 Database Administration | July 2006 |
| Windows Server 2003 | Dec 2006 |
| SQL 2005 Analysis Service | 2017 |
| SQL 2005 SSIS (Integration Services) | 2017 |
| Microsoft Word 2010 | Oct 2015 |
| Microsoft Excel 2010 | Sep 2015 |
| Microsoft Power Point 2010 | Aug 2015 |

**RECENT TESTIMONIALS:**









