

# Farhan Ahmed

**Oracle Database Professional looking for Senior Leadership roles to help and transform today's dynamic organizations.**

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Seasoned Oracle DBA with experience on Production, Dev, Test, Uat, Performance tuning, Troubleshooting, Code Deployment, Database Maintenance, Upgrades, Migration, Patching, formulating Backup/Recovery policies and procedures.

## Work Experience

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NTT DATA Services - Hyderabad, Telangana

January 2018 to Present

from Offshore Hyderabad Location, Diyasharee Orion SEZ, Raidurgam

- Monitoring Exadata servers for high CPU loads.
- Creating Reports for Exadata servers to check Server Performance.
- Creating and Analyzing ASH and AWR reports to troubleshoot Performance issues.
- Creating Health check reports of Key Production databases and reporting the same to the Management.
- Ensuring autostats job runs smoothly during the weekday window and completes successfully.
- Performing Monthly Partition Maintenance activity on Production server.
- Explore OEM 13c features and leverage the same as the client's requirements.
- Create SQL Tuning Sets and capture SQL's to simulate and check query performance.
- Identify users and queries affected by VPD.

### Key Challenges Faced

- Due to stale stats on table partitions & indexes our weekend batch jobs were taking lot of time to complete. Created a batch job on local machine to proactively check if stale stats exist on the respective objects.
- The Autostats job was getting timeout during the weekday window. Checked and identified the table and got stats locked as the table was not in use.
- Explored OEM 13c extended metric feature and created a custom metric to identify sessions running longer than 1 hour on the Prod server as per the client's requirement.
- Identified queries causing high CPU load on the DB server and reported the same to the management for tuning.
- Explored Incremental stats feature and recommended the same to the client.
- Created documents for helpdesk team to setup connections and troubleshoot connectivity issues.

## Database Administrator Senior Principle Consultant

NTT DATA Services

July 2011 to Present

Working with NTT DATA Services, (formerly Keane India International Pvt. Ltd) as a Database Administrator Senior Principle Consultant on Oracle Database Technology.

CMIC, Support - Hyderabad, Telangana  
September 2017 to December 2017

from Offshore Hyderabad Location, Diyasharee Orion SEZ, Raidurgam

- Identified problematic SQL statements and recommended solutions on tuning the same.
- Shared Documents on how to migrate on premise Database to Amazon Web services.
- Created Presentation on key Oracle security database features.
- Created Partitioned ITD tables and loaded data in the same.
- Created Materialized views on ITD tables and tested the same to improve performance.
- Created views on ITD tables and tested the same to improve performance.

T-mobile, Support - Hyderabad, Telangana  
May 2013 to August 2017

from Offshore Hyderabad Location, DLF Gachibowli.

- Handling Code drop and True-up tickets.
- Handling high severity defect tickets and resolving the same.
- Co-ordinating with resources on availability.
- Ensuring SharePoint offshore Team Calendar was updated for support.
- Attending Team meeting calls with Onsite Team and providing status update to the entire team.
- Monitoring Rman backups and firing the same in case of failures.
- Monitoring alerts and alarms from grid for all production database servers.
- Assisting team members in implementing Change Requests.
- Co-ordinating with Team Leads and Senior Managers on Technical issues and updating them on the same.
- Identifying Performance bottleneck's through session wait events and updating the Senior DBA's on the query execution plan.
- Adding space to Production databases and updating the Senior DBA on space requirements.
- Assessing and interviewing prospective candidates for the project.
- Simplified Schema refresh process.
- Groomed New team members from scratch to end to a good level as per the client's expectation.
- Sharing and imparting knowledge within the organization through webinar sessions.
- Upskilled resources from L2 to L3 support through Mentoring and upskilling internal program.

#### Key Challenges Faced

- Mentoring & grooming new candidates in the project to work effectively and efficiently as per the client's expectation.
- GoldenGate was a new technology introduced in this Project. With new setups configured with two-way replication to provide high availability. The offshore team was assigned the task to ensure new code was implemented in this environment was replicated promptly. Worked with the Onsite team to get the process knowledge and documented the same. Ensured the team members understood and followed the same to ensure zero mistakes and escalations.
- This Project posed a very unique challenge of supporting the Non Production Databases as a critical environment which had a complicated Database Versioning implemented. Picked up key knowledge on

the True-up and Code Drop process. Shared the knowledge and groomed other team members on the same. Created Process Documents and Simplified the process for new team members.

- With NTT DATA's acquisitions of almost 5 companies, Integration between them continues to be a challenge. Time Reporting tools for billing resources are key to our business, with integration among IT systems of these companies still going on we still had multiple tools for reporting purpose. We didn't have clarity on where to put our holidays and leaves and the PeopleSoft tool was not clear to all in the team. Successfully established a one to one communication channel with the Key Project Manager who had strong knowledge on the tool. Co-ordinated and created detailed process docs with detailed screenshots for the PeopleSoft Time Reporting tool for effective reporting. Distributed the same within the team and ensured gaps were filled thereby enhancing the productivity of the Team members as well as Project Manager.

- Setting up alert Mechanism to get Critical Production alerts on mobile devices. Successfully explored and identified two mechanisms for the same, mail2sms and web2sms. Successfully got it implemented in the Project.

- Constant Technical and Functional input to the team members to enhance and provide value add to the project.

Wells Fargo India Solutions, Hyderabad Location  
December 2011 to May 2013

#### Key Responsibilities:

- Coordinating with team leads and senior managers on technical issues and updating them on the same.
- Providing On call Support by Handling and Troubleshooting (SEV 1, 2, 3) Trouble Tickets on Production Databases.
- Applying CPU and Merge patches on all the Database Environments.
- Performing Database Activities during Server Maintenance with System Admins.
- Co-ordinating and Engaging Other Teams as when needed to resolve the Incident Trouble Tickets.
- Implementing Change Requests as per Schedules.
- Conducting Planned DR Switchover and Switchback activities.
- Tuning SQL statements as when required in order optimize the same.
- Ensuring Database backups are successful on all Production servers.
- Created Process docs on getting access for new servers for the entire team, Educated the end users on the process to get access on the same. Troubleshooted and resolved access issues for the entire team.

#### Key Challenges Faced

- With Wells Fargo taking over Wachovia, we had a challenging task of understanding their IT systems and processes, and integrate the same with Wells Fargo IT systems and processes. Successfully teamed with their DBA team and understood their access and approval mechanism. Successfully deployed oracle grid agents and migrated them with another team member in Wells Fargo Systems. Successfully rolled out the AMG India On-call for all the team members in India. Provided continuous follow-up and guidance to all the team members on all technical and access issues and successfully resolved them in co-ordination with the US team members. Increased productivity for team members by 98%.

- Successfully created process docs to on-board new team members for the AMG Team. Reduced dependencies and increased productivity for team members by 80%.

- Received outstanding contribution award from NTTDATA for the Wells Fargo Account.

Shoppers Drug Mart - Hyderabad, Telangana

2011 to July 2011

#### Database Remediation Project

##### Key Responsibilities:

- Co-ordinating with other Team Leads and understanding the client's technical requirements and communicating the same to other Team members.
- Ensuring the same are delivered to the Client in the stipulated time frame or as per the agreed SLA.
- Coordinating with the Technical Director and providing important and critical updates on the project.
- Mentoring Team Members and provide Technical Knowledge.
- Ensuring there are no Communication gaps at all levels.
- Ensuring Zero Level Escalation at all levels.
- Creating Database Documentation, identifying gaps and providing recommendations on the same.

##### Key Challenges:

- Creating a standard template document for the Project. Successfully reviewed the docs to include key important elements for database remediation and refined the same subsequently as per the requirements.

#### **Database Analyst**

Dell International Services

September 2008 to July 2011

#### **Senior Consultant**

Clover InfoTech

March 2005 to September 2008

##### Clients handled

##### SBI Life

- Establishing Processes for smooth flow of day to day regular activities.
- Coordinating with the Managers from Various teams i.e. MIS, CHANGE REQUEST, and APPLICATION for technical requirements and regular feedback.
- Analyzing the technical requirements and checking the feasibility, communicating the team the technical requirement, brainstorming with the team, devising an action plan and getting approval from the respective authorities. Implementing the action plan with the team.
- Constant communication with the Senior Top management for Reporting and Technical Requirements.
- Managing and maintaining Rosters, Reports etc for smooth 24x7 Support to the client.

##### Key Achievements at SBI Life:

- Restoration of 5 Database Servers (3 Actuarial, 2 MIS) in a Span of 8 Hours for Financial Year End activities.
- Smooth Production Server Migration on New QUAD servers during the Financial Year End.
- Successfully Created Customized List Table Partitions for MIS testing.
- Successfully Created Non default blocks size tablespaces.
- Successfully Migrated Oracle 32 bit database to 64 bit.

Tribuwandas Bhimji Zaveri

- Database Consolidation of 8, Oracle8i databases into 1, Single Oracle10g database.
- Successfully consolidated and merged 3 Oracle databases.
- Coordinating and understanding the technical requirements with the technical team at TBZ.
- Working closely with the in-house TBZ development team and Clover development team.
- Successfully Created the UAT environment for the Client for testing purposes.

#### Vodafone Essar Ltd

- Arranging and conducting meetings with Project Manager of Oracle Corporation for the Delivery head of Clover Technologies.
- Coordinating with Vodafone Essar's System analyst for regular and extra activities.
- Coordinating with the team members for maintaining log book and daily handover sheets.
- Coordinating and interacting with the Oracle support Team for day to day regular requirements.
- Coordinating with Various teams of Vodafone Essar Ltd for providing support and feedback.
- Creating, Managing, Maintaining and implementing the Shift Roster.
- Troubleshooting day to day database activities.
- Backups - Hot backups via Rman, Manually by scripts, Logical backups by oracle export/import utilities, large backups by BCV through EMC solutions.
- Space management for meeting the day to day requirements.
- Managing and maintaining the reports database server.
- Using materialized views to refresh data from production database on regular intervals.
- Coordinating with the backup team for daily backup activities.
- Ensuring smooth handover between shifts.

## Education

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### **Masters in Information Management**

Mumbai University - Mumbai, Maharashtra

2006

### **certification**

Oracle University

2004

### **Bachelors in Commerce**

Mumbai University - Mumbai, Maharashtra

1999 to 2000

## Skills / IT Skills

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- DATABASE (10+ years)
- ORACLE (10+ years)
- DATABASES (10+ years)
- BACKUPS (9 years)
- RMAN (7 years)

## Languages

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- English, Hindi, Marathi - Fluent

## Additional Information

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- Honest, Committed, Dependable & Reliable.
- Proactive towards problem solving.
- Result oriented.
- Excellent Team Management skills.
- Strong Team Player and Motivator.
- Strong Communicator.
- Strong Mentor.
- Good Trainer.
- Process Oriented.
- Well Organized.
- Strong coordinator.
- Active Initiator.

### Project Management Skills

Actively involved and managed the below Project Management Processes across projects.

- Stakeholder Management.
- Communication Management.
- Risk Management.
- Time Management.
- Cost Management.
- Quality Management.

### IT Skills

#### Oracle 12C

- First in the Organization to Gain key Knowledge on Oracle Database 12c.
- Conducted 4 Presentations on 12c new features on Active Data Guard Far Sync, Multitenant Databases, Automatic Data Optimization, Data Redaction.
- Downloaded Oracle 12c database VM and setup a lab environment in organization to explore the new features of the database.
- Attended Sangam 2013 to gain key knowledge on Oracle database 12c.

### Database Skills

- Oracle Exadata, Oracle Goldengate.
- Schema Analyze for Statistics gathering.
- Oracle Instance tunings.
- Oracle Wait Event Diagnosis.

- Analyzing PL/SQL code for Optimization.
- Query Optimization and tuning.
- Analyzing Oracle Explain Plan.
- Oracle Objects- Tables, Indexes, LOB objects
- Caching Oracle Tables in SGA.
- Oracle Non Default Block Tablespaces.
- Oracle9i/10g/11g Table level partitioning - List, Range
- Oracle8, Oracle8i, Oracle9i, Oracle10g, Oracle11g, Oracle12c database administration and management.
- SQL\*Plus, SQL Developer.
- Oracle\*Net, Net8, SQL\*Net.
- Oracle Materialized views.
- Oracle Parallel Server.
- Oracle Parallel Query.
- Oracle Export-Import, Data Pump, Rman
- Oracle Standby Databases, Data Guard.
- Administrating Oracle RAC Databases.
- Migration from Oracle8i to Oracle10g, Migration from Oracle 9i to Oracle 10g.
- Using Oracle Autotrace, TKPROF, Statspack utilities, Explain Plan
- Oracle Installation, Patch Management.
- Oracle Enterprise Manager 12c Console.
- Understanding and Troubleshooting Oracle related issues.
- Oracle Database Security.
- Oracle Backups - Hot backup, Coldbackup.
- Business Continuity Volume (BCV) Solutions by EMC.
- Veritas Netbackup 5.0.
- Windows XP, 2000, 2003, 7, 8, 10.
- Red Hat Linux Enterprise Edition 3, 4,
- HP UNIX, IBM AIX, Sun Solaris 8, Compaq Trux UNIX.
- TOAD 7, Toad Spotlight, Wise
- Putty 0.3, SecureCRT 5.5, WinSCP 3.8.2.
- Remedy 7, 7.5.
- Service Now.
- HP QC Tool.
- Use of WORD, Excel, PowerPoint, Lotus Notes, Outlook Express, Adobe Acrobat, WinZip, Winrar, 7zip and other office productivity software tools.