#### Bungha Bengyella

#### Jonesboro, GA♦ 678-682-1817 ♦ [bungha.bengyella@gmail.com](mailto:bungha.bengyella@gmail.com) ♦ linkedin.com/in/bungha-bengyella-99a75516a/

# Database Administrator (DBA)

# Scrum Master ♦ Business Analyst ♦ Database Management

Proactive and dedicated Database Administrator with a proven track record in managing large-scale OLTP and OLAP databases, driving efficiency and security. Skilled in database migration, performance tuning, and user management automation. Expert in utilizing tools such as Oracle 19c, 12c, 11g, 10g, and MySQL for optimum database management. Adept at leading cross-functional teams, conducting technical meetings, and managing incident resolution. Praised for boosting process efficiency, ensuring data security, and enhancing system performance. Committed to continuous learning and adaptation in rapidly evolving tech environments.

## Areas of Expertise

**Operating Systems: HP-UX 11.x. Sun Solaris 8, 9, 10. AIX 5.x, 6.x, Linux Enterprise Server 9, 10. Windows | RDBMS: Oracle 19c,**

**12c, 11g, 10g, MS SQL, 2012,2014,2016,2017, Aurora MySQL, EC2 | Programming Languages: SQL, UNIX, Shell Scripting, Powershell Scripting,**

**Tools: Explain Plan, AWR, ASH and ADDM, PuTTY, WinSCP, Remote Desktop Connection. SQLPRO, MySQL Workbench, pgAdmin4, Jenkins**

**Database Utilities: SQL\*Plus, Oracle Enterprise Manager (OEM), Transportable Tablespaces (TTS), SQL\*Loader,**

**RMAN, Data Pump, Export, Import, Tomcat, Backups, AWS Vault, SSIS, Proxy SQL, Performance Insights**

## Accomplishments

## Achieved successful implementation of S3 bucket and pipeline system, resulting in efficient data transfer from staging database to S3 buckets and seamless import into Redshift while collaborating with the research team and utilizing Amazon's documentation.

## Revolutionized database user management by automating the creation and deletion of users through jobs, resulting in increased efficiency and accuracy at Cambium.

## Improved Infosys’s upgrade process by force-stopping and restarting the installation after EBS completion, resulting in a 12–24-hour time savings and preventing database hanging during the Oracle 12.1-12.2 upgrade.

## Successfully configured Tomcat and documented the process at Infosys, enabling other Citi Bank teams to use our HTTPS server instead of the default Apache proxy during installation.

## Professional Experience

***AWS Database Administrator* | Cambium Learning | Concord, MA March 2022 – Nov2024**

* Available 24/7 on call for critical support and issue resolution, ensuring minimal downtime.
* Created and managed Jira tickets for incident tracking and resolution, ensuring timely action and follow-ups.
* Led technical meetings as part of Scrum of Scrums, coordinating efforts across teams to ensure seamless project execution.
* Installed and managed Tomcat-based applications, including SolarWinds, ensuring efficient monitoring and system performance.
* Administered large-scale production databases, handling systems with data storage ranging from 16xl sizes and terabytes of information.
* Executed complex queries to manage and monitor database access and permissions, ensuring security and performance.
* Performed MySQL dumps and data extracts to implement test cases and conduct thorough load testing for system optimization.
* Automated user account creation to streamline onboarding processes and ensure system consistency.
* Implemented data exports to AWS S3 buckets, ensuring secure and efficient data storage solutions.
* Responsible for creating, managing, snapshotting, and restoring databases, ensuring high availability and disaster recovery readiness, and skilled in AWS SNS queue management and building pipelines to enable seamless data flows and integrations.
* Analyzed AWS performance insights to identify and eliminate inefficient queries, improving database performance and stability.
* Handled PII (Personally Identifiable Information), ensuring compliance with SLAs by eliminating sensitive data to mitigate risk.
* Implemented High Availability (HA) strategies, such as failover databases and taking snapshots of databases.
* Created and manage Store Procedures for MySQL Aurora Databases.
* Managed, and upgrade/installed newer versions of ProxySQL, along with changing dev environments to proper proxy ensuring proper security.
* Connected Mongo DB instances through AWS EC2 instances.
* Upgraded Aurora MySQL versions on AWS
* Managed, created, and customized multiple EC2 instances and made their hostname match in Route53
* Used Mongo DB to store and check data coming from a s3 bucket.

***Database Administrator*| Infosys Tech Consulting Group | Tampa, FL March 2020 - 20222**

* Provided Oracle support, managing Service Requests (SRs) and overseeing their resolution to ensure uninterrupted service.
* Managed Unix-based databases, contributing to database design and modeling, ensuring scalability and performance.
* Created roles and managed user privileges, ensuring secure access control and adherence to organizational policies.
* Provided application support for upgrades and patching, ensuring systems remained up-to-date and secure.
* Installed and maintained Tomcat services on imaging servers, supporting application deployment and stability.
* Generated and managed weekly reports for the team, tracking metrics related to bugs, bots, and backup-related incidents.
* Provided training to team members on database administration activities and Oracle technologies, fostering skill development.
* Contributed to system maintenance tasks such as installations, patching, upgrades, NAS checks, and error monitoring to ensure system health and uptime.
* Upgraded an 11g/19c database,
* Upgraded Oracle version 12.1.1 to 12.1.2 via RapidWiz.
* Managed requests through the ServiceNow tool, resolving incidents and managing ticketing, ensuring accurate issue resolution.
* Created Change requests via ServiceNow on Production services.
* Managed and implemented RMAN backups.

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# *Database Administrator cont.*

* Created and tracked incident tickets within ServiceNow, documenting issues, solutions, and progress for transparency.
* Performed concurrent bounces and request management within Oracle Access Manager (OAM), ensuring smooth operation and troubleshooting of services.
* Executed patches and updated context files related to applications and databases, ensuring systems remain current and secure.
* Participated in Agile ceremonies, including daily stand-ups, Scrum of Scrums, development walkthroughs, retrospectives, and status calls with offshore teams to resolve issues and drive progress.
* Facilitated team meetings to discuss training plans, knowledge sharing, and best practices in database management.
* Designed and executed database backup and recovery strategies (hot/cold, full/incremental, RMAN), ensuring data integrity and business continuity.
* Modified database schema and tables to meet customer-specific requirements, ensuring the system accommodates evolving business needs.
* Performed manual (Unix scripts) and automated (DBUA) database migrations, ensuring seamless transitions during upgrades or system changes.
* Designed and created custom database builds using SQL scripting to optimize system functionality and performance.
* Supported XML gateways and NAS setups, ensuring smooth data flow and integration across platforms.
* Managed redo logs, alert logs, and trace files to monitor database performance and troubleshoot issues efficiently.
* Proficient in SQL tuning to enhance query performance, optimize indexing, and eliminate full table scans.
* Conducted database tuning and capacity monitoring, utilizing techniques including SQL rewriting and optimal indexing.

***Junior Database Administrator* | Cognizant Consulting Group | Atlanta, GA February 2018 - February 2020**

* Managed user creation, roles, profiles, and privilege management, implementing role-based security for databases.
* Oversaw tablespace management, indexing, data maintenance, and ongoing user and system management to ensure seamless database operations.
* Executed full and incremental backups (cumulative and differential) using RMAN and designed and implemented robust recovery strategies to safeguard critical data.
* Applied expertise in tuning various database components, including I/O, memory, CPU utilization, and SQL performance.
* Utilized Oracle's performance tuning tools such as Explain Plan, AWR, ADDM, ASH, and SQL Tuning Advisor to optimize database performance and ensure high efficiency.
* Continuously monitored database performance and generated actionable recommendations for preventative maintenance and performance improvements, minimizing system downtime and enhancing efficiency.
* Collaborated with business teams to review and translate business rules into User Stories, presenting them to product owners to ensure alignment with business objectives.
* Ran SQL queries for table updates, rollbacks, and troubleshooting, including checking for and resolving blocking sessions to maintain smooth operations.
* Tested new functionalities and integrations with existing software through Citrix, ensuring compatibility and optimal functionality.
* Collaborated with user experience leads to create wireframes, ensuring a user-centric approach to system design and functionality.
* Utilized agile tools like VersionOne to track progress, connect with stakeholders, and ensure timely delivery of database-related projects.
* Provided support for tasks related to XML gateway configurations and NAS (Network Attached Storage) setups, ensuring seamless data integration.
* Managed redo logs, alert logs, and trace files to monitor and troubleshoot database performance, ensuring the system operates efficiently.
* Handled database structure, storage allocation, and management of key components such as table/index segments, rollback segments, undo segments, and constraints to ensure effective data organization and retrieval.
* Acted as a Production Support Specialist, offering intermediate technical support to end users. Gathered information, conducted independent research, and performed in-depth analysis to resolve production issues swiftly.
* Assessed and evaluated existing Oracle environments, documenting current configurations and recommending lifecycle replacement options to enhance system performance and longevity.
* Provided expert troubleshooting and consultation to development teams, guiding them in resolving technical issues and optimizing database interactions for application performance.

## Education

**B.S. Chemistry | Georgia State University | Atlanta, GA**

**1Z0 – 051 Oracle Database 11g SQL fundamentals in progress**

**1Z0 – 062 Oracle Database 12c Administration in progress**

**ECBA – Business Analyst Certification Training/ Scrum Master Certified Training**