

# Pawan Sharma (Lead Database Administrator)

- 9899396940
  - er.pawanshr0963@gmail.com
  - [LinkedIn](#) | [Medium](#) | [Blog](#) | [Github](#)
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## Summary

- ✓ **Accomplished Database Architect** with over 12 years of extensive experience in PostgreSQL database administration, automation, and performance tuning.
  - ✓ **Expertise in Database Design and Implementation:** Skilled in designing, implementing, and managing robust database solutions to meet business needs.
  - ✓ **Automation and Scripting:** Proficient in automating database provisioning and maintenance using various tools and scripts, including Golang, Python, Shell scripting, Chef, and Ansible.
  - ✓ **High Availability and Disaster Recovery:** Experienced in configuring and managing high availability solutions using Patroni and setting up robust disaster recovery plans.
  - ✓ **Team Leadership:** Proven ability to lead database teams, providing 24x7 support, and collaborating effectively with development and operations teams for seamless production transitions.
  - ✓ **Database Migrations:** Expertise in Oracle to PostgreSQL migrations and upgrading PostgreSQL versions using pg\_upgrade.
  - ✓ **Backup and Recovery:** Comprehensive knowledge of backup and restore processes, ensuring data integrity and availability.
  - ✓ **Performance Optimization:** Skilled in monitoring database performance, identifying bottlenecks, and tuning queries to optimize system performance.
  - ✓ **Security and Compliance:** Proficient in implementing and maintaining database security, including user roles, privileges, and regular security patching.
  - ✓ **Documentation and Knowledge Sharing:** Created and maintained detailed documentation, including SOPs, WIs, checklists, and runbooks, and provided training to IT teams and end-users.
  - ✓ **Cross-Platform Experience:** Worked with various database platforms and environments, including Docker, Kubernetes, and GCP.
  - ✓ **Innovative Problem-Solver:** Adept at troubleshooting complex database issues and providing innovative solutions to improve database operations and efficiency.
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## Technical Skills

**Database:** PostgreSQL, MariaDB, Redis, ElasticSearch

**Programming Language:** Shell Script/ Ansible/Python/Golang

**DevOps Tools:** Docker/ Kubernetes / Rancher / Jenkins/ Github / Ansible / CICD / ArgoCD / Helm Charts / Chef

**Others:** Kafka / Grafana / Prometheus / Postgres Operators

**Domain:**

- ✓ Retail IT: Retail Business Intelligence and Retail Applications Support.
- ✓ HealthCare / Telecom /Aviation IT /CCS IT

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## Career Synopsis

✓ Lead Software Engineer, <b>Lowes India Services Pvt Ltd.</b>	11 Jun 21 - Present
✓ Senior Software Engineer, <b>Target Corporation.</b>	08 Apr 19 - 11 Jun 21
✓ Technical Lead, <b>Cognizant Solution Pvt Ltd.</b>	21 Dec16 - 06 Apr 19
✓ Junior Software Engineer, <b>Haygot Education Pvt Ltd.</b>	01 Oct15 - 18 Dec16
✓ Senior Product Engineer, <b>Drishti-Soft Solutions Pvt Ltd.</b>	30 Aug14 - 23 Sept15
✓ Application Support & SQL DBA, <b>IBM India Pvt Ltd.</b>	18 Jan13 - 10 Aug14
✓ Technical Support Executive, <b>Iterate India Pvt Ltd.</b>	05 Dec11 - 18 Dec12

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## Projects In Details

### Project -1

**Company Name:** **Lowes India Services Pvt Ltd.**

**Role:** Lead Software Engineer

**Project Name:** Lowes

**Domain:** Retail IT

**Location:** Bangalore, India

### Responsibilities:

- Manage PostgreSQL On Kubernetes. Running 200+ Databases in K8.
- Is responsible for the uptime of Production databases.
- Managed teams of 5 members.
- Plan the Sprint Jira Story for the team along with leaders.
- Members of Database Arch Review to review the requirement or provisioning of the Postgres DB.
- Set up Couples of Automation in place to reduce the day-to-day activities.
- Create a handful of Rest APIs in Golang for Database Self-service.
- Performed couples of POC related to Ceph storage / different databases & other features to be rolled out in production.
- Migrate the MS SQLServer to Postgres & Oracle to Postgres database with Ora2pg and CDC tools.
- Perform Postgres DBA day-to-day tasks, helping the apps team to check the performance issue, discussing with the team for day-to-day requirements and features a scope of enhancement from the app side.
- Created various PostgreSQL documents like SOPs, WIs, and checklists, and maintained a runbook (knowledge base).

### **Project -2**

**Company Name:** Target Corporation

**Role:** Senior Software Engineer

**Project Name:** Target

**Domain:** Retail IT

**Location:** Bangalore, India

#### **Responsibilities:**

- Worked as PostgreSQL DBA and DevOps.
- Created a handful of Rest APIs in Golang for Database Self-service.
- Set up Couples of Automation in place to reduce the day-to-day activities.
- Manage the PostgreSQL DBA team and L2 or L3 database issues.
- Was responsible for monitoring and maintaining the uptime of production databases.

### **Project -3**

**Company Name:** Cognizant Solution Pvt Ltd.

**Role:** Technical Lead

**Project Name:** Johnson & Johnson

**Domain:** Healthcare

**Location:** Bangalore, India

#### **Responsibilities:**

- Worked as a PostgreSQL Database Consultant or Senior PostgreSQL Database Administrator.
- Manage the PostgreSQL DBA team and L2 or L3 database issues.
- Was responsible for monitoring and maintaining the uptime of production databases.
- Worked in the engineering or automation team to create various shell scripts to perform and automate DBA's daily tasks.
- Work on PostgreSQL automation in Chef and VRO.
- Participate in the creation of development, staging, and production database instances.
- Migrated databases from Oracle to PostgreSQL or from lower versions to higher versions using pg\_upgrade.
- Was responsible for regular backups and recovery, maintenance of databases, and proactive remediation of database operational problems.
- Test new security patches or releases of RHEL and PostgreSQL before deploying them in the production environment.
- Created various PostgreSQL documents like SOPs, WIs, and checklists, and maintained a runbook (knowledge base).
- Managed logical replication and high availability.

### **Project -4**

**Company Name:** Haygot Education Pvt Ltd

**Role:** Junior Software Engineer

**Project Name:** Toppr

**Domain:** Startup on Edu-Tech

**Location:** Mumbai, India

## **Responsibilities:**

- Develops and monitored PostgreSQL database replication.
- Create databases, users, and roles with required privileges.
- Analyzed performance issues and worked with data storage devices.
- Prepare and update scripts for various administrative tasks.
- Maintain documentation of scripts.
- Develop scripts for weekly database backups and cleaning tables.
- Conducted Linux administration activities and managed test databases.
- Create charts in Periscope Data using PostgreSQL queries as per business requirements.
- Evaluate database performance and execute table maintenance processes.
- Handle complete IT infrastructure, IT issues, and third-party IT teams.
- Handle voice logs and databases.
- Provide complete CRM support.
- Pull reports directly from the database using MySQL and PostgreSQL queries.
- Maintain Trello cards and Periscope Data dashboards.
- Provide effective IT solutions for the company.
- Create a PostgreSQL streaming replication server to maintain load on the PostgreSQL database server.

## **Project -5**

**Company Name:** Drishti Soft Solution

**Role:** Senior Product Engineer

**Project Name:** Ameyo

**Domain:** CCT(Contact Center Technology)

**Location:** Gurgaon, India

## **Responsibilities:**

- Configured RAID on servers, installed Ameyo OS or CentOS and installed Ameyo RPMs as per customer requirements.
- Installed PostgreSQL 9.3, created databases, and hosted web applications using PostgreSQL databases.
- Provide training to the contact center IT team, supervisors, and agents.
- Provided onsite and offsite supported to customers, handled call center IT issues, communicated with telecom providers, and managed customer escalations.
- Update the knowledge base for the team to fix the known issues.
- Coordinate with developers and customers for customized CRM deployments.
- Monitored calls, server health, and database health.
- Analyzed SIP and PRI logs and performed RTP troubleshooting.
- Coordinate with telco providers regarding issues in contact centers.
- Troubleshot voice issues in contact centers.
- Analyze the prerequisite and post-installation checklists for products.
- Upgraded patches, monitored application servers as an administrator, and performed performance monitoring.
- Worked as part of a team and provided 24x7 support when required.

## **Project -6**

**Company Name:** IBM India (on Contract)

**Role:** Application Support and SQL DBA

**Project Name:** Carrefour

**Domain:** Retail IT

**Location:** Gurgaon, India

**Responsibilities:**

- Provide application support ( P4MD, P4CM, P4CM+, CMT, TP LINUX, CORDYS, THALES, and TIVOLI. )
- Worked on applications and provided support, resolving any issues that came from the client side.
- Provide L1 and L2 support to clients in rotational shifts.
- Provided user IDs and passwords to end users, and reset passwords using SQL Server when users forgot them.
- Reported and tracked bugs using Bugzilla, resolving finance-related issues.
- Support the business team in the IMA (Invoice Matching Application) and Thales (Vendor Accounting System).
- Understood and supported all Carrefour processes related to CMT (Customer Management Tool) for cash, deposit, and credit customers.
- Provided L1 and L2 support for Carrefour, while L3 (Java support) was managed by the IBM team.
- Perform end-to-end pricing, taxation, and promotions on items.
- Worked on Oracle and Linux servers, writing SQL commands such as DML, DDL, joins, and others.
- Monitored all batches and ran them manually if they did not run on time.

**Company Name:** [Iterate India Pvt Ltd](#)

**Role:** Technical Support Executive

**Project Name:** General Motor India(GMI)

**Domain:** Automobile

**Location:** Noida. India

**Responsibilities:**

- Installation, Implementation, and Support on Auto Serve WiDMS software used in Authorized Dealers all over South India)
- IIS with Win7, Server 2008, and Server 2003 installation and configuration.
- Installation and Support Team member.
- Database-related error rectification.
- Data Migration.
- Data recovery by SQL Server 2005 & 2008R2.
- Database Backup & Restore by SQL Server2005&2008.
- Analyze and provide the solution to the Clients.

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## **Academics**

✓ School - Jawahar Navodaya Vidyalaya Delhi (2006-2007)

✓ B Tech - Himachal Pradesh University (2007-2011)