**Curriculum vitae**

PALA SATYANARAYANA

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**Professional Summary**

* Having a total of 5+ years of experience in IT industry in which 4+ years of experience in managing, optimizing, and securing SQL Server environments. Proficient in database installation, configuration, performance tuning, backup/recovery, and high-availability solutions. Strong problem-solving skills with a focus on ensuring database reliability, security, and performance.
* And 1+ years of experience in Data Center Monitoring like Monitoring the servers, Network Service Devices by using various monitoring Tools.

**Technical Skills**

* Database Administration: SQL Server 2016/2017/2019/2022
* Performance Tuning: Query optimization, index management, execution plan analysis
* High Availability: Always On Availability Groups, Failover Clustering, Log Shipping, Database Mirroring
* Backup & Recovery: Full, Differential, and Transaction Log backups, Point-in-Time Recovery
* Security: User permissions, role-based access control, encryption (TDE), auditing
* Automation & Scripting: PowerShell, T-SQL, SQL Agent Jobs
* Monitoring & Troubleshooting: SQL Server Profiler, Extended Events, DMVs, Performance Monitor, Solarwinds, SSMS, MS SQL Server Query Analyzer.
* Cloud Exposure: Azure SQL Database (Basic knowledge)

**Professional Experience:**

* Working as a Sr. Software Engineer in TechMahindra Limited from April 2021 to till date.
* Worked as a System Analyst in Right Avenue Infotech Pvt ltd deputed in TechMahindra Limited (Client) from October 2019 – April 2021.

**Current Project:**

**Customer**: **BJC Infra (Barnes–Jewish Hospital)**

Role: SQL Server Database Administrator

Team Size: 6

Duration: April 2021 to Till Date

**Role & Responsibilities**

* Supported 24\*7 production support and solved all kinds of critical problems
* Managed and maintained 500+ SQL Server instances across production, development, and test environments.
* Implemented Always On Availability Groups for high availability and disaster recovery, Replication and Mirroring.
* Troubleshooting latency issues, Performance tuning, adding missing Indexes, checking Execution plan.
* Automated routine maintenance tasks (backups, index rebuilds, integrity checks) using PowerShell and T-SQL scripts.
* Configured SQL Server Auditing to track security-related events and ensure compliance.
* Experience in SQL Server Installation in-place up gradation and side by side migration.
* Monitoring system performance and identifying potential issues
* Performed database migrations and upgrades from older SQL Server versions to SQL Server 2012/2019.
* Monitored database health using custom alerts and DMVs, reducing downtime.
* Worked with developers to optimize stored procedures and improve application performance.
* Perform daily health checks by creating Maintenance plans to critical resource.
* Made database back up (Full, Differential, Log and File group back up) and restore it
* Coming to Production level changes, raised deferent type of changes like Standard changes, Normal and Emergency changes

**Project: 1**

**Customer**: **BJC Infra (Barnes–Jewish Hospital)**

Role: System Analyst

Team Size: 16

Duration: October 2019 to April 2021.

Monitoring tools: EagleEye (BMC), Beacon, Solarwinds, VCenter, Bluecat, KeyFactor, NSWEB, WIP.

**Role & Responsibilities**

* 24\*7 proactive Monitoring Events/alerts in Monitoring Tool integrated with other Monitoring Systems (Solar winds, Xymon, Syslog). On time Escalation and reporting of alerts according to incident management process.
* Monitor expiring web-ssl certificates in 60 days and next 2 weeks through Keyfactor/PKI.
* On Daily basis received any RITM’s/ Task’s from Keyfactor to determine and verify the CSR file for creating new/renewal web-ssl certificates on customer request.
* Acknowledge the alerts and investigating pro-actively in monitoring console (Beacon & EagleEye).
* Performing Event correlation based on Monitoring tool capability and this an important activity of the monitoring and helps in preventing duplicate alerts flooding the monitoring console.
* As a Monitoring analyst verifies if there are any issues with the device or component that needs further investigation or if it is false positive.
* Responsible for checks WIP tool to determine of any planned maintenance going on for that device or component which may have triggered the alert.
* As per customer request, adding servers/network nodes into WIP tool to mute the alerts in monitoring via Solarwinds.
* As a Monitoring Analyst creates an incident for the issues signified by the event and assigning to respective resolver groups.
* Expertise in windows L1 activities of clearing C drive disk space, Create and delete snapshots of VM’s, Monitor VM’s Memory & CPU Utilizations in vCenter.
* Monitor Commvault application on daily basis to identify and troubleshooting of Backup failure issues on windows servers.
* Responsible for checking the priority of the incidents in ServiceNow.
* Reporting issues with incidents in technical bridges like MS-Teams for engaging technical teams and continuously follow-up until they get the resolution for high priority incidents.
* Creating incidents, tasks, incident tasks and changes in ServiceNow, and follow up with the IT system Admin, and vendors.
* Giving L1 support to the IT Infrastructure (Servers/ Network devices) level for resolving issues. Creating vendor tickets for ISP’s (CenturyLink, Charter, AT&T) via call or web-portals for Network related issues.
* Discussing about the daily operations for tracking purpose in daily huddle calls.
* On time Escalation and reporting of alerts according to incident management process.
* Preparing Daily and Weekly reports as per schedules.

**Projects & Achievements**

* Installed 30+ SQL servers Database engine on new Server build requests, and configured HADR.
* Migrated on-prem SQL Server databases from older version of SQL Server 2012 to SQL Server 2019
* Automated index maintenance, improving query performance.

**Education Qualification**

* Masters in computer applications (MCA) from SD Collage of IT, Tanuku, Andhra University.

**DECLARATION**

I hereby declare that all the above information is true and correct to the best of my knowledge and belief.

Place: P. SATYANARAYANA

Date: **(Signature)**