

# UTKARSH PATEL

E-mail: [utkarsh.patel@hotmail.com](mailto:utkarsh.patel@hotmail.com)

<https://www.linkedin.com/in/upatel2008/>

## Executive Summary:

- Results-driven and technically adept engineering leader with 15+ years of experience in cloud-scale infrastructure, database engineering, and data platform modernization. Proven success in leading global teams, delivering high-scale cloud services, modernizing developer experience, and driving enterprise cloud migrations across Azure and AWS. Adept at transforming complex business needs into scalable technical solutions. Currently serving as Director of Director of SQL Server Database Development, overseeing cloud-native data platforms, AI integrations, and Business Intelligence strategies. Passionate about building data-first systems to power innovation in the AI age.
- Currently leading the team of developers and administrators responsible for creation, implementation, delivery and maintenance of SQL Server and SQL based technology systems for Market America. This includes responsibility for SQL database development resources for extensive custom applications supporting business operations, and for operational reporting and data warehouse analytics. Ensure the smooth and effective operations and 24/7 availability of the systems.
- Previously managed Global SQL Databases Operations teams and supported 150 + customers with SQL Server, MSBI, MySQL, Postgres, Sybase, Bigdata, DB2 support.
- Capable of communicating cross-functionally and at all levels of an organization and a creative problem solver who transforms ideas into action with systems oriented thinking, intelligent planning, and an ability to successfully lead teams.
- **12+ Years** of hands-on database administration and application management experience including High Availability, Disaster recovery, Automation, Analysis, Troubleshooting, Design, Testing, and implementation, cloud migration of multi-tiered Client/Server applications and Database systems.

## Functional Expertise:

- Cloud migration and management
- High Availability and Disaster Recovery
- Team Management
- Performance Tuning and Problem solution
- Reporting and Analysis
- ITIL Process management

## Skills:

- Microsoft Fabric, Azure AI Foundry, Azure AI Search, Database, Kubernetes, Virtualization, Cloud Scalability, Service Delivery, Data Integration, Azure, AWS, Power BI, Real-Time Analytics, Project Management, Strategic Planning, Growth Mindset, Data Governance, Platform Architecture, DevOps, Automation, CI/CD, Engineering Leadership & Team Development

Operating System	Windows Server 2016/2012/2008/2003/2000 , OEL 5
Database	SQL Server 2017/2016/2014/2012/2008/2005/2000, MongoDB, Postgres, Oracle 10g and 11g , PostgreSQL, MySQL
Application	SSIS, SSRS, MOSS 2007, SharePoint 2010 and 2013, Exchange Server 2007 and 2010, Microsoft Hyper-V, VMWare Server, OVM, CyberArk and eDMZ Password safe, AD, DC, AD Self Service, HP BSM, HP Sitescope, IBM Guardium, ESET solution, OCS 2007 R2 and Lync 2013, Oracle EBS R12, Dell Quest TPAM, Service Now, Power BI, Microsoft Office and Project , Grafana, Kafka
Programming and Scripting	.Net, Python, Java, PowerShell, T-SQL
Cloud Technology	Microsoft Azure, AWS
Big Data Ecosystems	Hadoop, MapReduce, HDFS, HBase, Spark, Storm, Zookeeper, Hive, Sqoop, Oozie
ETL Tools	Nifi, Streamsets, AWS Glue

## Education:

- **B. E.** in Computer Engineering  
*Saurashtra University, India*

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- **M.S. in Computer Science**  
*University of Texas, San Antonio*

### Technical Certifications:

- Microsoft Certified: Fabric Data Engineer Associate
- Microsoft Certified: Azure AI Engineer Associate
- **Cloud and Virtualization Certifications:**
  - **AWS Certified Solutions Architect Associate - 2018**
  - **Microsoft Specialist: Microsoft Azure Infrastructure Solution**
  - **VMware Certified Professional 5 - Data Center Virtualization**
- **Database and Applications**
  - **Microsoft Certified Professional (MCP): SQL Server 2012**
  - **Microsoft Certified IT Professional (MCITP) : SQL server 2008, SQL Server 2005 and SharePoint 2010.**
  - **Microsoft Certified Technology Specialist (MCTS): Microsoft Office SharePoint Server 2007 (MOSS 2007) and Microsoft Exchange Server 2007**
- **ITIL Foundation v.3 (EX0-101)**

### Award:

- Employee of the Quarter (First in Data Intensity)

### Projects and Achievements:

- Architected and developed 50+ real-time and frequently refreshed dashboards using Microsoft Fabric, NiFi, Kafka, Power BI, and Python, enabling a 40% reduction in decision-making time for business stakeholders and improving executive reporting efficiency by 60%
- Delivered and maintained RAG based Generative AI solutions adopted by 5000+ users across distributor networks and internal teams, enhancing content retrieval, driving faster decision-making and reducing support queries by 35%, and improving user engagement across global sites
- Successfully migrated inhouse SQL Servers and applications to Data Intensity Cloud, Azure and AWS cloud for more than 15 Customers.
- Collaborated with various internal teams as well as teams on customer side for numbers of cloud POC and then migration to cloud.
- Lead and managed Big Data team, providing support on managing and building next generation enterprise Data lake solution which helps our medical customer to make data driven decision and provide greater insight about medical devices using their data. Data processing and Analysis ultimately helps to provide prompt services to hospitals and customer was able to cut operating cost.
- Designed and Architected Modern Datawarehouse on Azure cloud platform for one of the customer.
- Installed, Configured and managed IBM Guardium application for 6 customers and worked with their auditors to fulfill security and compliance requirements.
- Collaborated with Monitoring team to implement and setup monitoring reporting tool using HP Sitescope and HP BSM that generates performance report for 10,000 + remote managed and hosted Servers.
- Currently leading team of MSBI developers and working with monitoring team to replace current monitoring and reporting tool with Nagios and reporting through Power BI and SSRS.
- Lead Microsoft BI team and coordinated with Ticket system admin team to develop data ware house and reporting platform for Operations teams, Account managers and business teams
- Developed 50 + SSRS and Power BI reports for executives, operations leaders and customer success managers.
- Successfully upgraded and migrated 100 + production database Servers to Major version.
- Developed scripts, process and report template for various types of SQL Server health checks and automated process through PowerShell.

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- Implemented, upgraded and managed Highly available solutions for Microsoft Exchange 2007-2010, Sharepoint 2007-2010, Domain controller 2003-2008, Office communicator 2007
- Took leading role or as a main contributor for any in house POC or vendor application testing and implementation like password management system, ticket system migration, upgrade and integration, Self-service AD, various monitoring tools, Office 365.

### Professional Experience

#### **Market America, Greensboro NC**

**May 2019 – Current Date**

Market America Worldwide is a product brokerage and internet marketing company that specializes in One-to-One Marketing and Social Shopping. The company provides a system for entrepreneurs to create a significant ongoing income, while providing consumers a better way to shop.

**Role:** Director of SQL Server Database Development

#### **Responsibilities:**

- Lead global teams including Data Engineers, Administrators and Developers overseeing cloud-native data platforms supporting 24X7 mission-critical applications and global websites in 8 countries
- Architected and developed 50+ real-time and frequently refreshed dashboards using Microsoft Fabric, NiFi, Kafka, Power BI, and Python, enabling a 40% reduction in decision-making time for business stakeholders and improving executive reporting efficiency by 60%
- Delivered and maintained RAG based Generative AI solutions adopted by 5000+ users across distributor networks and internal teams, enhancing content retrieval, driving faster decision-making and reducing support queries by 35%, and improving user engagement across global sites
- Improved operational performance by identifying and rectifying workflow inefficiencies
- Collaborated with stakeholders to plan and prioritize software and system deliveries, assembling releases and overall IT roadmap strategic plans
- Empowered data-driven decisions by modernizing the Data Warehouse
- Drove project success by guiding Engineering and development teams in global database solutions
- Guide & strengthen SQL DB Teams, which consist of DBAs, DB developers, and BI/DW developers
- Manage SQL database systems and development to deliver technology solutions in support of business strategy and growth
- Manage a broad portfolio of data technology projects across many countries
- Lead with technical expertise in the development of database and data warehouse systems and applications
- Evolve a database-specific, agile delivery model that employs a collaborative, open and prompt interaction between intent providers and technology execution
- Collaborate with stakeholders to plan and prioritize software and system deliveries, assembling releases and overall IT roadmap strategic plans
- Work with stakeholders in the business to identify and define the next opportunities and drive a game changing strategy, driven by technology, to deliver those opportunities
- Effectively manage third party vendors and suppliers
- Leverage understanding of technical architectures, capacity planning, performance analysis, tools requirements, automation, and product implementation plans
- Research new tools and technologies for use within the team
- Lead triage of incidents determine Root Cause and creating lasting solutions
- Lead and manage and modernize the Market America Data Warehouse system to provide reporting and analytics for business operations and decision support systems
- Provide relational database design expertise in a fast paced, ecommerce application development environment

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- Provide input to a chief technology officer or chief information officer regarding company data standards and practices
- Produce and maintain capacity, HA and DR plans, to ensure Business Continuity
- Partner in the development of IT roadmap and project solutions
- Monitor & improve processes related to database systems and performance

### **Data Intensity, Bedford MA**

**JAN 2008 – May 2019**

Data Intensity is the largest independent multi-cloud managed services provider focused on mission critical applications and managed services in a hybrid cloud world.

**Clients:** supporting 150+ customers from various industries (Healthcare, Food, Medical, Software, Energy, Insurance, Finance, Automobile)

**Role:** Director, Global SQL Database Operations

**April 2017 – May 2019**

#### **Responsibilities:**

- Manage daily operations of level 3 and 4 database support teams responsible for all SaaS and RMS SQL Server database services as well as DB2, Postgres, Sybase, MySQL, MongoDB and Bigdata in the database layer of the customer offering.
- Expand Bigdata team and capabilities on Azure HDInsight, Cloudera and AWS EMR platform
- Provide vision, leadership, and day-to-day direction of the assigned teams globally.
- Lead and deliver large-scale cloud based application and database platforms and transformation engagements, helping enterprise customers understand cloud considerations.
- Lead and mentor medium to large sized teams in the migration workloads or implementations of cloud based solutions with High Availability.
- Prepare and present webinar on new SQL Server features and cloud technology
- Customer relationship management and host Quarterly governance and executive Business review meeting with top customers
- Manage ticket queue and SLA performance across respective teams and geography
- Responsible to oversee, maintain, and improve databases monitoring to include proactive response to prevent databases related issues, at the same time predict future expansion needs via trending analysis.
- Coach, mentor, and develop managers as well as technical team members.
- Responsible to manage and deliver multiple projects within expected due dates, ensuring to keep all parties involved informed of progress.
- Recruit, hire, develop, onboard and termination of employees within Data Intensity guidelines. Provide team with development opportunities for professional growth.
- Coordinate work between multiple global teams.
- Drive critical issue troubleshooting and escalation calls with customers
- Manage database professional service team, attend pre-sales calls and contribute to SOW preparation
- Develop and manage KPIs for DBA operations team
- Develop new Service offering by creating standards, processes, operating procedures, monitoring and support responsibilities
- Drive Daily Operations Review meeting and review 24 hours operations status report with various teams
- Contribute to continuous improvement of operations processes like SLA response, P1\PO Escalation, incident management and change control management
- Lead change control meeting for internal databases and applications
- Design and develop various operations report using SSRS and Power BI for top management and executives
- Scaled Big Data capabilities using Azure HDInsight, Cloudera, and AWS EMR to support advanced analytics needs
- Directed customer engagements, including executive QBRs, SLA performance reviews, and pre-sales solution planning

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- Mentored global engineering teams, drove critical issue resolution, and optimized operations through KPI-driven process improvements
- Designed service offerings and automated reporting pipelines (SSRS, Power BI), enhancing transparency and operational efficiency

**Role:** Operations Manager, SQL Server Service

**June 2014 – March 2017**

**Responsibilities:**

- Management of all level 3 and 4 SQL Server DBAs.
- Manage and provide operational support including incident response, request fulfilment and pro-active database health checks.
- Responsible for evaluating patching requests, communicating constraints, risks, issues and timelines for deployment.
- Setup and test POC for any new features, complicated scenarios and new version release
- Lead customer projects as a Lead DBA
- Review Work Queue and work in-take processes to ensure Shift leads are distributing the work and task requests for all team members appropriately.
- Ensure Shift leads are managing shift transitions when coming on and exiting work shifts
- Work with shift leads in developing and maintaining shift schedules for DBAs to cover operational support needs for Data Intensity clients.
- Primary escalation points for SQL Server database issues during customer outage/impacts.
- Assist in the development and implementation of DBA process, procedures and SOPs for SQL Servers Database operations team
- Support and enforce Change Management process and procedures
- Support and follow the P0 and P1 escalation process
- Support and follow the security management program and policy
- Support and participate as needed in the RCA (Root Cause Analysis) process
- Customer communications – be it via the ticketing system, separate email, direct person to person phone interaction, as well as participation in conference calls and in some cases providing leadership of customer interaction in conference calls and other communications.
- Customer relationship management and host Monthly/Quarterly governance and Business review meeting
- Project/load distribution
- Attend pre-sales meetings with prospect.
- Work with Sales team to prepare SOWs for special projects and DBA professional services.
- Manage SQL Server Licensing and partner relationship management with Microsoft
- Managed global SQL Server DBA teams (L3/L4), delivering operational support including patching, incident response, and proactive health checks
- Led POCs for new features and complex upgrades; acted as lead DBA on customer-facing projects
- Oversaw workload distribution, shift transitions, and scheduling to ensure seamless 24/7 support
- Served as primary escalation contact for critical outages; conducted RCAs and enforced compliance with change, security, and incident protocols
- Strengthened client relationships through QBRs, pre-sales support, and licensing coordination with Microsoft

**Role:** Sr. DBA

**Jan 2008 – May 2014**

**Responsibilities:**

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- Remote SQL Server Expert DBA and TAM support to large number of customers with 100+ Production SQL Servers.
- SQL Server inventory management
- Daily reports review
- Technical and customer support documentation, RCA Reports, Monitoring setup and configuration
- SQL server installation, migration, upgrade, consolidation and decommission
- DR and HA strategies by configuring Mirroring, Log shipping, Cluster, Replication, Always On HA
- Troubleshooting and resolving performance and configuration related issues
- Cluster installation (A/A and A/P) , configuration and troubleshooting
- SQL Server patching and maintenance scheduling
- PowerShell scripting and automate the schedule process
- Creation and management of SSIS packages and SSRS reports
- Change control and approval process management and Code deployment on Production
- Implementation of Database backup and restore/refresh plan , database maintenance plan and process automation using custom scripts
- Capacity planning for production databases and providing guidance for purchasing cluster hardware and software.
- Database performance tuning of VLDB using DMV, perfmon counters, Data Collector, Extended events, SQL Profiler, Tuning advisor and Query Optimization.
- Proactive health check and performance analysis report creation
- Work with SQL and BI developers to optimize the SQL queries and stored procedures.
- Database refresh from Production to Dev and QA instances and security setup and data scrubbing after refresh
- Securing SQL Server, user administration and assign appropriate permissions.
- Project leadership from database side. Documentation of action plan for long and short term database projects and issue resolutions.
- Issue troubleshooting with Microsoft support on major issues during business and off-hours.
- Configure data compression, database encryption (TDE) and SQL Server/Database Auditing setup to fulfill HIPPA requirement.
- Provide Audit reports to Auditors
- Attend Change Control meeting on customer side
- Oversaw 100+ SQL Servers, ensuring optimal performance and security adherence
- Implemented DR and HA strategies, boosting database availability and dependability
- Streamlined processes with PowerShell automation, reducing manual errors
- Coordinated database projects, collaborating with developers on query optimization
- Conducted proactive health checks, identifying and mitigating performance bottlenecks