

MS SQL Server Database Administrator MS SQL Server Database Administrator MS SQL Server Database Administrator Fair Oaks, CA To seek a challenging, resourceful, adaptive career that allows me to expand my knowledge and enhances my skills and be a part of the team that helps the organization to achieve success. Work Experience MS SQL Server Database Administrator INFOSYS - Hyderabad, Telangana March 2014 to September 2016 Telangana) Provided first level support to the users by creating and assigning tickets using ticketing tools such as ITSM, Techease.

Appropriately identified the severity of an incident and logged all the information into the tracking system using correct categorization and prioritization. Monitored, maintained and followed up on all tickets and ensured that the work is performed accurately. Strong working knowledge on Microsoft Windows server 2008/2008R2/2012. Regularly monitored the databases, servers which included jobs monitoring, disk space monitoring, services monitoring and monitoring SQL server health. Experienced in creating, scheduling and troubleshooting of SQL Server Agent jobs. Diagnosed the job errors and implemented solutions or worked with the development team to fix the errors and ensured the successful completion of the job. Responsible for setting up security and providing user access to SQL Server instances and objects and deleting the user account from the security logins. Worked on SQL Server 2012 migration from SQL Server 2008, SQL Server 2008R2 which involved creating and modifying databases, tables, stored procedures, views, indexes as required on the SQL Server. Provided regular incident and change notifications (planned & unplanned) to impacted lines of business and senior managers with appropriate data including business impact, application affected and relevant details regarding incident resolution. Monitored the backup jobs and performed the backup and restoration of databases when necessary. Performed data export and import as required in the SQL server using SSMS. Experienced working with SQL clustering and troubleshooting server issues in a clustered environment. Documented all the process changes, troubleshooting steps in Word documents. Worked with the developers and performed deployments in UAT and Production environments. Performed the quality assurance checks before and after the UAT and Production deployments. Experienced in working with SQL tools such as SQL Server Management Studio (SSMS) and office tools such as

Microsoft Word, Excel. Experienced in working with SQL Server Integration Services (SSIS).
Checked the connectivity issues to the server using ping, trace route and escalated complex network issues to the network administrators. Experienced in troubleshooting blocking, dead locking, log file growth and server related issues. Experienced in using System Center Operations Manager (SCOM) for servers monitoring in various environments and troubleshooting the alerts generated in SCOM. Knowledge of HA/DR options such as database mirroring and log shipping, active directory, performance tuning. Customer Process Associate AMAZON - Hyderabad, Telangana July 2013 to December 2013 Telangana) Determined the customer needs, set appropriate expectations and provided solution for the customer. Consistently composed a grammatically correct, concise and accurate written response to customer issues via email. Approached problems logically and with good judgment to ensure appropriate customer satisfaction.

Clearly understood and responded appropriately to the issues that customer presented. Supported customer with online billing and account issues. Provided information on the shipments to the customers and helped them avail the packages. Collected customer feedback and made process changes to exceed customer satisfaction goals. Education Bachelor's Skills SQL, DNS, TCP/IP, SHARK, BGP, Sql Server, Sql DbA Additional Information TECHNICAL SKILLS: Office tools: MS Word, Excel, Power point, Outlook Network Securities: NAT/PAT, VPNs, IPSec Protocols: TCP/IP, UDP, RIP, BGP, SSH, DHCP, DNS, FTP, HTTP Software: Wire Shark Devices: Juniper 210, 220, 240 Programming language: SQL *AUTHORIZED TO WORK IN THE U.S.

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