

Service Delivery Director Service Delivery Director Service Delivery Director Prior Lake, MN Work Experience Service Delivery Director ORACLE CORPORATION - Redwood Shores, CA January 2015 to Present Developed and maintained operational relationships with Oracle Managed Cloud Services customers. Worked both internally and with customers to strive for a high degree of customer satisfaction resulting in a positive reference for the services that the Customer is consuming from Oracle Managed Cloud Services. Represented my customers as a single point of contact within Oracle Managed Cloud Services and partner with Customer Leadership along with Oracle Leadership to bind them together in a working team. Monitored and proactively managed all delivery and service obligations to insure the proper quality of service is consistently provided to my customers. Handled day-to-day customer relationship and when necessary for crises or escalations, connect the appropriate parties to reach resolution. Drive internal Oracle Managed Cloud Services processes to ensure the highest quality of service, and work with teams to improve as needed. Performed with a high level of autonomy, reporting to management regularly on customer status and striving to keep escalations at a minimum while keeping leadership apprised of any possible flare points. Managed global operations teams to ensure the best possible service for customers. Develop, manage, and present period service improvement plans internally and with customers.

Senior Oracle Applications Database Administrator STARKEY HEARING TECHNOLOGIES - Golden Valley, MN August 2012 to December 2014 Oracle Apps 11.5.10 CU2 Financials, iReceivables and Manufacturing/Shipping, running on Red Hat Linux and HPUX servers

Migrated project of Oracle Applications 11.5.10.2 instances to OATM architecture including a task list/plan for the migration steps Involved in the migration of Oracle Applications 11i EBS instances from HPUX to RHEL 5.9 including the upgrade of the RDBMS from 10g to 11g, including a task list/plan for the migration steps Involved in researching and applying Extended Support 11.5.10.2 module patches to get EBS instance up to Extended Support levels Built and supported multiple EBS instances for SIT tests and Stress testing for Oracle 11i projects as well as Production, Test and Development purposes Managed numerous Core DBs for in house applications and systems and provided ongoing support

Oracle Applications Database Administrator MORTENSON

CONSTRUCTION - Golden Valley, MN February 2008 to August 2012 Oracle Apps 11.5.10 CU2 Financials, HR, Payroll, RDBMS 10.2.0.3, running on Red Hat Linux Worked with Oracle OnDemand to administer and maintain Production and non-Production environments Performed day to day DBA tasks like monitoring space, resource usage, disaster recovery, troubleshoot and resolve problems and performance issues for 11i instances Implemented Unitask Object Migration Manager in Oracle Apps 11i Implemented CVS code control and integration with Unitask OMM to migrate and version custom code for release cycles from development to production Research and worked with vendors for proposals and ROIs for bringing Oracle Apps 11i environments in-house, including hardware, software, infrastructure needed Worked with off-shore off-hours partner to schedule off-hours patching, maintenance Instance management and coordination of 8 11i instances, including refresh schedules and project needs Involved in upgrade of Oracle Jinitiator to Sun JRE project Involved in upgrade of RDBMS from 9.2.0.8 to 10.2.0.3 Involved in annual patching initiative for CPU, rollup, HR quarterly patches in all non-production and Production environments Researched, found, tested and implemented Enterprise password management tool with AD authentication to replace existing obsolete standalone tool Participate and help manage Standard and Point releases Implemented DMZ servers for Oracle Applications for iRecruitment external website Implemented Resume Mirror service for online parsing in iRecruitment Implemented Resume Mirror service for email parsing of resumes by recruiters Work on automating refresh validation to minimize problems with refresh and for quicker turnaround of instances for our customers Created custom check for Prod and Non-Prod iRecruitment external website downtime Implemented iRecruitment module Worked on upgrading Oracle Applications from Jinitiator to JRE to fix various Java issues and to keep current with Oracle technology Designed, installed, configured 20 Redhat Enterprise Linux servers for Oracle RAC database environment, including Production, non-production, and Disaster Recovery environments With various server and networking teams to implement new Linux environment Installed and implemented Oracle 11gR2 RAC with ASM with 2 node clusters in Production and non-Production environments Architected and implemented project to bring Oracle Apps 11i EBS in-house from

Oracle OnDemand hosting from ground up, which included all Production and Non-Production environments into two Data Centers Work with Oracle OnDemand through decommission process with hosting services. Successfully migrate entire EBS environments from Oracle OnDemand to in-house data centers Upgraded E-Business Suite environments from 11.5.10 to 12.1.3 Oracle Applications Database Administrator Consultant/Employee VALSPAR - Minneapolis, MN January 2004 to February 2008 Oracle Applications 11.5.10 CU2 Financials, Oracle Process Manufacturing (OPM), APS/ODP, iStore, RDBMS 9.2.0.7, running on HPUX 11.23 Assisted in upgrading multiple test instances from 11.5.8 to 11.5.9 to troubleshoot and fine tune upgrade process Assisted in upgraded Production system from 11.5.8 to 11.5.9 Assisted in troubleshooting and resolving Production issues resulting from 11.5.9 upgrade Performed day to day DBA tasks like monitoring space, resource usage, disaster recovery, troubleshoot and resolve problems and performance issues for eleven 11i instances Helped with troubleshooting and resolution of non-Oracle Applications database instances Refreshed/cloned test and development instances from the Production instance Researched and applied numerous Oracle Application patches in test, development and production instances Open TARs, worked with Oracle Support to resolve issues and problems Involved in management of patching process and helped in facilitating monthly release cycles for patches and custom code Involved with day to day maintenance of Production, Development and Test instances and general instance management Various project management duties Instance management and coordination of 24 11i instances, including refresh schedule coordination or project instance needs Involved in the planning and implementation of 11.5.10/Oracle9i upgrade project Upgraded Oracle RDBMS from 8.1.7.4 to 9.2.0.5 and then to 9.2.0.7 Upgraded Developer 6i to latest patchset Upgraded Oracle Jinitiator from 1.1.8.19 to latest version Upgraded Oracle Applications to 11.5.10 CU1 Financials, Process Management Part of implementation team to install and configure Advanced Planning (APS) and Oracle Demand Planning (ODP) for 11.5.10 OPM Involved in the researching, planning and implementation of Quarterly security patches for Oracle Apps 11i, RDBMS, and Tech Stack Upgraded Ecommerce databases from 8.1.7 to 10.2.0.3 on HP Itanium servers Involved in the planning and

implementation of Oracle Apps 11.5.10 CU2 upgrade project      Implemented Oracle iStore eCommerce site on DMZ server via a Cisco Content Switch Oracle Applications Database Administrator Consultant UPONOR WIRSBO - Apple Valley, MN June 2003 to November 2003

Oracle Applications 11.5.8 Financials, RDBMS 8.1.7.4, running on RedHat Linux Advanced Server 2.1      Review and make recommendations on hardware order for new Production instance on RedHat Linux AS 2.1      Review and make recommendations on upgrade plan from Oracle Applications 11.0.3 on Windows NT to Oracle Applications 11.5.8 on RedHat Linux Advanced Server 2.1      Cloned/Refreshed test and development instances from Production      Come up with a cloning strategy for future database refreshes from Production      Assisted in setting up new production hardware for Mock Go-Live, and then for use for 'real' Production      Assisted with creation of Mock Go-Live database instance (via cloning)      Dealt with issues and problems that surfaced from Mock Go-Live exercise & testing      Created scripts for starting and shutting down database instances (all tiers)      Created automated scripts for hot backup of Production      Created automated scripts for cleanup of Oracle Applications log, out and temp files along with Archive logs

Assisted with various Production issues      Assisted in researching and applying numerous Oracle Application patches in test, development and production instances      Mentored and taught employee DBA good practice procedures for Oracle Applications maintenance      Open TARs, worked with Oracle support to resolve issues and problems Oracle Applications Database Administrator Consultant SHOPNBC - Eden Prairie, MN August 2002 to June 2003      24x7 Production Support      Oracle Applications 11.5.5 Financials, with RDBMS 8.1.7.2, with customized multiple Apache servers and Java Virtual Machines (up to 6 per instance), running on IBM AIX version 4.3      Applied Oracle Applications and Oracle RDBMS patches      Administered over a dozen Oracle database environments      Refreshed/cloned database environments from Production to various test and development instances      Worked on hot backup of Production environments, various backup and recovery in test and development environments to and from tape using Tivoli Storage Manager      Worked on scripts to automatically refresh a Reporting database from Production daily to minimize reporting load on Production      Closely monitor Production database

vitals like user sessions, runaway sessions, locked sessions, temp space, tablespaces, extents  
Installed and configured Quest Tools like Quest Central, Spotlight, Storage Manager/Live Reorg  
Support other third-party tools Investigate slowdowns/lockups in the various database  
environments Document processes, tasks steps, environment configurations on web page as well  
as document form Worked on and tested the FlashCopy process of the Production instance to a  
backup staging area, as well as to the Reporting instance On call rotating DBA 24x7 pager  
Weekly Production maintenance Researched/tested alternate Gather Statistics Installed and  
configured Oracle 9iAS for Discoverer (web-based version) and Oracle BIS (Business Intelligence  
System) use Configured 9iAS/BIS/Discoverer reports server with X-windows hosts for proper  
viewing of reports from a web browser Worked on configuring environment for Postscript and PDF  
printing from Oracle Applications Various SQL and shell scripting Supported various payment  
issues with the PaymentTech payment vendor Worked with Unix System Administrator to resolve  
various IBM Hardware and IBM AIX OS issues Worked on 8.1.7.4 upgrade testing Open TARs,  
worked with Oracle support to resolve issues and problems Oracle Applications Database  
Administrator Consultant AMERIPRIDE SERVICES - Minnetonka, MN August 2001 to May 2002  
Oracle Applications 11.5.3 Financials Order Management, with RDBMS 8.1.7.3, running on HP-UX  
11.0 Cloned Test Oracle Applications 11.5.3 environment to a new QA environment Mentored  
employee DBAs in Oracle Applications 11.5.3 cloning procedures to a new environment Mentored  
employee DBAs planning and performing upgrades of RDBMS to 8.1.6.2, JInitiator 1.1.8.11, and  
Developer 6i Patch 5a in a Test environment Mentored and taught employee DBAs good practice  
procedures for Oracle Applications maintenance Assisted employee DBAs with resolving Oracle  
Applications problems and issues Assisted employee DBAs in upgrading Production  
environment's RDBMS, JInitiator and Developer 6i Installed and configured iProcurement SSP5  
Researched and applied numerous Product Mega patches/Family Packs for GL, AP, PO,  
iProcurement, OM, INV, HZ, AR, FA (to a level past 11.5.6) Installed and configured Self Service  
Framework & Workflow 2.6 Upgraded base version JDK 1.1.8 to JDK 1.3 Recommended and  
implemented code migration process/strategy for moving custom code from Development to

Production    Planned disk capacity requirements for growth and upcoming projects    Researched and planned upgrade of Apps to 11.5.6.    Upgraded RDBMS from 8.1.6.2 to 8.1.7.3 Oracle Applications Database Administrator Consultant BEST BUY COMPANY - Eden Prairie, MN July 2000 to August 2001    Oracle Applications 11.5.2 Financials, Human Resources and Benefits, with RDBMS 8.1.6.2 (64-bit), running on HP-UX 11.0    Worked as part of a team of DBAs to install, configure, and implement Oracle Applications 11i and Oracle RDBMS 8.1.6.2 (64-bit), specifically Oracle Financials (GL, AP, PO) and Oracle Human Resources (PAY, PER, BEN)    Worked closely with HP-UX System Administrators to design and recommend hardware configurations for Oracle Applications 11i    Worked closely with the System Administrators to allocate and configure disk space on the HP512 and HP256 Disk Arrays for the various database environments    Cloned and refreshed 11i database instances across development, QA and production environments    Applied Mini-pack and one-off patches for Oracle Applications 11i    Upgraded Oracle Applications to single Apache Listener architecture    Upgraded from Oracle Applications 11i from 11.5.1 to 11.5.3    Worked on capacity planning for development, QA, and production environments    Worked on disaster recovery and scheduled backups of database environments    Installed Quantum Vertex Tax and Geocode software Oracle Financials Database Administrator Consultant DELTA DENTAL PLAN OF MINNESOTA - Eagan, MN March 2000 to June 2000    Oracle Applications 10.7 NCA Financials, with RDBMS 7.3.4, running on HP-UX 11.0    Worked at Delta Dental Plan of Minnesota as an Oracle DBA to migrate Oracle RDBMS 7.3.4, Developer/2000 1.6.1, and Oracle Applications 10.7NCA from HP-UX 10.20 to new HP-UX 11.0 servers    Migrated current Oracle Applications 10.7NCA Production database from the old HP-UX 10.20 server to a new HP-UX 11.0 server    Installed and configured Oracle RDBMS 8.1.6 (Oracle 8i) on HP-UX 11.0    Applied Mega-patches and one-off patches to bring the new HP-UX 11.0 environment up to the same patch level as Production environment on HP-UX 10.20    Created test Oracle 8.1.6 databases on HP-UX 11.0    Installed and configured Net8i    Installed and configured Oracle Enterprise Backup Utility 2.2.0.9 (with catalog database) to work with Veritas Netbackup 3.2.    Installed and configured Oracle 8i Recovery Manager (with recovery catalog database) to work Oracle Financials Database Administrator

Consultant March 2000 to March 2000 Oracle Applications 10.7 NCA Financials, with RDBMS 7.3.4.2, running on HP-UX 11.0 Worked at Nextel Partners as an Oracle DBA on a team of seven for the Oracle Financials Implementation Project Financials products installed included Accounts Payable, General Ledger, Purchasing, Inventory, Fixed Assets, Alerts, Projects Set up process to transfer files from Oracle Applications reports to Excel for users. Installed Oracle RDBMS 7.3.4.2 and Oracle Applications 10.7 character on HP-UX, along with SQL\*Net 2.3 Implemented Evergreen Checks solution for Payables check printing Responsible for the uptime, backup/disaster recovery and maintenance of five databases on two HP-UX servers Participated in the configuration and system administration of the HP-UX 11.0 on HP K-class servers Participated and recommended hardware requirements to client for Oracle Applications environment for NCA implementation Assisted in the installation and configuration of Oracle Express Server and Oracle Financial Analyzer to implement a client front-end for budgeting Setup and configured standard reports and FSG printing from Oracle Applications to various LAN/ WAN printers Installed and configured Oracle Web Server 3.0.1 and Oracle Applications 10.7 NCA on Windows NT to implement a 3-tier Client-Server architecture. Installed Oracle J-Initiator Java Applet plug-in for Oracle NCA to work with Microsoft Internet Explorer 4.0 Applied Mega-patches Patchset 4 for 10.7 NCA and Patchset 7 for Developer/2000 NCA Implemented patch management process for applying and keeping track of Oracle patches for both RDBMS and 10.7 NCA Applications. Installed, configured and implemented Oracle Self-Service Web Applications 2.0.1 (specifically Oracle Self-Service Purchasing) for users to have access to Requisitions and Purchasing functions over the net.

NEXTEL PARTNERS - Minnetonka, MN April 1999 to April 1999 Oracle Financials Database Administrator Consultant DELTA DENTAL PLAN OF MINNESOTA - Eagan, MN February 1998 to February 1999 Oracle Applications 10.7 NCA Financials, with RDBMS 7.3.3.6, running on HP-UX 10.20 Worked at Delta Dental Plan of Minnesota as an Oracle DBA on a team of eight for the Oracle Financials Upgrade Project as part of a larger Year 2000 conversion project Financials products installed included Accounts Payable, General Ledger, Accounts Receivable Participated in the decision on implementing Smart Client versus NCA as the client front-end to Oracle Financials

Upgraded Oracle RDBMS from 7.1.6 to 7.3.3.6 on HP/UX and Oracle Financials from Oracle Applications 9.4.2 character-based to Oracle Applications 10.7 NCA on Windows NT, along with SQL\*Net 2.3 Documented the plan to upgrade the RDBMS from 7.1.6 to 7.3.3.6 and Oracle Applications from 9.4.2 to 10.7 NCA Upgraded, maintained, patched and administered two test database instances for functional group and developers and production database for end users Implemented Evergreen Checks solution for Payables and Commissions check printing Ran test upgrade processes and fully documented tasks and processes Participated in the planning and the fine-tuning of the upgrade process for the cut-over weekend of the production system Assisted in the planning for future date testing of the Oracle Financials system Oracle Database Administrator EATON CORPORATION - Eden Prairie, MN May 1997 to February 1998 Oracle Applications 10.7 NCA Financials and Manufacturing, with RDBMS 7.3, running on HP/UX 10.20 Responsible for a team of DBAs that support an Enterprise wide Oracle system for five plants of the Hydraulics Division Recommend and set direction and goals for the Oracle/Unix DBA team Interview and hire new consultants and employees Project leader for the Oracle 7.3 and Oracle Applications 10.7 upgrade project Lead the DBA team, consisting of employees and consultants in the implementation of the Manufacturing implementation of Oracle for the division Create and maintain project plans and project chronicles for upgrade projects Create standards, procedures and strategies for management of the Enterprise-wide Oracle System Design, recommend and implement backup and recovery procedures for Oracle databases and UNIX servers Manage database instance strategies and instance change requests Assist in HP/UX system administration Assist in determination of hardware upgrades and purchases Assist in creating standards, procedures and strategies for management of the Unix servers Implemented patch management process for applying and keeping track of Oracle Application patches for database server on HP/UX and client-side patches on end-user PCs and Citrix Winframe servers Screen, interview and select potential HP/UX and Oracle consultants for hire Participate in Corporate IT/Oracle conferences and meetings Project Leader/Project Liaison EATON CORPORATION - Eden Prairie, MN October 1996 to April 1997 IT Department Project leader for the MRO/Purchasing



Implementation Project for Oracle to implement Oracle Financials Responsible for the implementation of Oracle Smart Client on PCs Responsible for managing and coordinating the setup and configuration of the EATON Oracle training lab IT Liaison to Oracle Functional Business Process Champions to resolve various IT/technical problems and issues related to the Oracle Implementation Project. Worked with Business Process Champions to create and maintain project plans for various segments of the Oracle Project Lead project to re-install Oracle 7.1.6, Applications 10.6.1 after initial install failure Help Desk Account Team Lead DATASERV - Chanhassen, MN June 1995 to September 1996 Account Team Leader, managing a nation-wide insurance company (Allstate Insurance) account for the Help Desk and providing second level support for the Level I analysts Supporting various other clients/corporations for software, hardware, and network issues Managing four Level I analysts Creating technical documents needed to support clients Designing and implementing call flows and process flows Dealing with the day to day customer issues, concerns, and problems with the Help Desk process with regard to supporting our clients Created MS Access databases and knowledge bases for call tracking and troubleshooting Technical/Sales Consultant NORTH DAKOTA STATE UNIVERSITY VARSITY MART - Fargo, ND August 1994 to May 1995 Responsibilities include sales, technical support, installation, troubleshooting, and repair of computers Served as the Student DELL Computer Representative, responsible for setting up business with DELL and acting as a liaison between DELL and the Varsity Mart Computer Operator OFFICERS' PERSONNEL CENTER MINISTRY OF DEFENSE - Singapore August 1990 to March 1992 Programming DBASE III+ databases Managing and maintaining software and systems Desktop publishing Word processing SINGAPORE ARMED FORCES SINGAPORE March 1990 to March 1992 Compulsory Military Service Served in Military as National Service Education Bachelor of Science in Computer Science in Computer Science NORTH DAKOTA STATE UNIVERSITY FARGO - Fargo, ND 1995 Advanced Diploma in Computer Science in Computer Science INFORMATICS COMPUTER SCHOOL SINGAPORE 1992 A' Level in Computer Science in Computer Science TAMPINES JUNIOR COLLEGE SINGAPORE 1989

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