MADHUR AGARWAL

a.madhur@gmail.com

PROFILE SUMMARY

- Result driven IT professional with 17 years of extensive experience, both offshore and onsite, collaborating with businesses and technical teams to provide and maintain integrated technology solutions.
- 15 years of rich experience as Microsoft SQL Server DBA handling different versions of SQL Server in a high available infrastructure.
- Having worked in databases for most of my career, I'm now exposed to application management team as well, which has enabled me to see both sides of the table and thereby I'm better equipped to translate business/ customer requirements into scalable and sustainable solutions.
- Experience working with PaaS applications hosted on private cloud.
- Experience working with both Monolithic and Microservices based applications.
- Experience working in projects utilizing Agile Methodology.
- Exposure to CI/CD tools.
- Exposure to Asset Finance domain knowledge.
- Instrumental in identifying and automating most of the repeatable requirements reducing man-hours and improving turnaround times.
- Demonstrated history of handling multiple projects while maintaining customer expectations to the highest level.
- Agile to adapt new technology & environment.
- Commendable problem solving skills and work ethics resulting into improved service levels.
- An effective communicator with excellent relationship building & interpersonal skills.

PROFESSIONAL EXPERIENCE

The Royal Bank of Scotland (RBS), Gurgaon, India	Sep'11 - Current
Fareportal India Pvt Ltd, Gurgaon, India	May'11 – Sep'11
Crutchfield Corporation, USA (Onsite)	Nov'08 – Apr'11
Patni Americas Inc, USA (Onsite)	Sep'07 – Nov'08
Infosys Technologies, USA (Onsite)	May'06 – Sep'07
Infosys Technologies, Bangalore, India	Nov'03 – May'06

SKILLS SNAPSHOT

Functional Exposure	Asset Finance
RDBMS	Microsoft SQL Server, Oracle (Secondary)
ETL Tools	Microsoft SSIS, PowerCenterInformatica
Ticketing Tool	Service Now, HPSM, Remedy

Scripting	T-SQL, Batch, Powershell (Secondary)
Operating Systems	Windows Server, UNIX
Other Tools	Autosys, Splunk, Introscope

PROJECTS EXPERIENCES

Organization	Royal Bank of Scotland (RBS), India
Role	Production Management Lead
Location	Gurgaon, India
Duration	2 Years 6 Months (Feb'19 - Current)
Technology/ Environment Stack	Windows Server 2012, , Microsoft SQL Server 2016, UNIX, Informatica 10.2, Oracle 12C, AutoSys Scheduler, PCF (Pivotal Cloud Foundry), Service Now, JIRA, Atlassian Bitbucket (stash), TeamCity, SPLUNK, Introscope.
Project Description & Contribution	I'm part of "Asset Finance" domain within Commercial Banking unit of the bank. The domain specializes in helping businesses in UK to buy new and used equipments under the franchisee called "Lombard". The assets ranges from vehicles, vans to machinery, construction equipments, marine equipments, aviation equipments and various other assets. Our team is responsible for supporting and maintaining majority of critical applications used by "Asset Finance" business. Two of such applications are AMBIT and Lombard Digital. I joined the team as a SQL Server DBA but have now taken additional responsibility for completely managing the above applications. AMBIT covers the entire life cycle of a deal - from quote until the contract expiry - and is used internally by the bank's staff. "Lombard Digital" is a digital version of the same application and is used directly by the external customers 24X7. AMBIT is a .Net application that runs on Windows Server with SQL Server 2016 as a back end. The ETL stack comprises of UNIX, Oracle and Informatica. Lombard Digital is a Microservices based application running on PCF (Pivotal Cloud Foundry) which is PaaS solution hosted on bank's private cloud. The application uses Oracle Database as a backend. My key accountabilities include – ▪ Ensuring asset finance applications are available, secure, and responsive 24X7X365. ▪ Lead day to day BAU issues and activities of the team to meet service level agreements (SLAs). ▪ SME for all SQL database related queries/issues. ▪ Technically lead in all major/ minor application releases. ▪ Coordinate escalation and manage major system incidents providing timely escalation/recovery actions and stakeholder communications. ▪ Ensure that infrastructure and application, as well as IT processes and

	procedures, adhere to strict security requirements and comply with IT Risk Management guidelines including Change and Incident Management.
	▪ Collaborate with different teams to investigate and resolve problems. ▪ Representing the team in various daily/ weekly stakeholder and vendor calls. ▪ Ensure adherence to the SLA's for Incident and request for service resolution. ▪ Identify areas for automation and work on its planning and implementation. ▪ Doing thorough impact (direct/ indirect) analysis on the application because of any infrastructure or upstream, downstream changes. ▪ Collaborating closely with environments team to get appropriate environments prepared for any minor/ major application release. ▪ Use SPLUNK for log analysis and troubleshooting

Organization	Royal Bank of Scotland (RBS), India
Role	Sr. Production Management Analyst (SQL Server DBA)
Location	Gurgaon, India
Duration	7 Years 4 Months (Sep'11 – Jan'19)
Technologies	SQL Server Management Studio (SSMS), SQL Profiler, Windows PerfMon, ServiceNow, Remedy Ticketing tool, EMC SRDF, VMware ESX.
Project Description & Contribution	I was part of bank's SQL Production Support team that was responsible for supporting and maintaining SQL estate that spans over 2500 SQL Server instances running at different data centers across the globe. My key accountabilitiesincluded: ▪ Perform standard BAU tasks to keep SQL environment up and running. ▪ Working on high availability features such as Clustering, log shipping, and replicatio ▪ Hardening SQL security ▪ Performance Tuning ▪ SQL Patching ▪ Developing and executing disaster recovery procedures as needed ▪ Working on critical production incidents and participate in recovery calls. ▪ Implement production changes in accordance with bank's Change Management Process. ▪ Undertaking all business initiated new projects from SQL perspective ▪ Reviewing Technical Solution Design Document (TSDD) ▪ Building various SQL environments (Dev, Test, pre-prod) as per defined bank's standards. ▪ Supporting the complete SDLC (Software Development Life Cycle) from database perspective. ▪ Defining and implementing backup and recovery procedures. ▪ Working on System Improvement Programs (SIPs) within database team. ▪ One such initiative was 'Noise reduction' program which was to identify and fix repetitive production alerts and keeping SQL estate healthy. ▪ Another such SIP was a 'Migration Project' which involved discovering and migratin instances from consolidated boxes (shared infrastructure) to virtual environment (ESX). ▪ Another such SIP was identifying applications running on legacy system and help th

	em migrate to bank's recommended and supported versions of SQL.

Organization	Crutchfield Corporation, USA
Role	Sr. IT Database Administrator
Location	Onsite (Virginia, USA)
Duration	2 Years 6 Months (Nov'08 – Apr'11)
Project Description & Contribution	Crutchfield Corporation is a leading consumer electronics company in North America specializing in audio and video equipment for the automobile and home. A major part of their business is performed over the internet. As a SQL DBA, my responsibilities included: ▪ Keeping MSSQL estate up and running ▪ Managing a highly complex replication environment with minimal downtime ▪ Working with SSIS packages; creating new solutions ▪ Migrating DTS packages to SSIS packages. ▪ Providing SSRS solutions to developers and end users with reporting needs and modifications. ▪ Utilizing SSMS, TSQL, SQL Profiler, MOM and third party tools to monitor perform and troubleshoot problems. ▪ Setting up database design standards ▪ Using Team Foundation Source Control to maintain version history of database objects ▪ Mentoring new resources on the team

Organization	PATNI Americas INC
Client	Metlife Insurance Co., USA
Role	Sr. Database Administrator
Location	Onsite (New Jersey, USA)
Duration	13 Months (Sep'07 – Oct'08)
Project Description & Contribution	MetLife Insurance Company is a recognized leader throughout the world in the insurance industry. Patni Computer Services, India provides IT services to MetLife by supporting their databases, hosting most of their major applications. As a project DBA I had end-to-end responsibility of supporting Metlife's critical applications from database perspective. I worked closely with customers to understand business requirements and providing appropriate database solutions. I also worked closely with compliance team to audit databases and adhere to SOX policies.I also provided Data masking solutions using IBM Optim software.
Organization	Infosys Technologies Ltd.
Client	Pfizer Global Research and Development, USA
Role	SQL Server Database Administrator

Location	Onsite (Connecticut, USA)
Duration	3 Months (May'06 – Aug'06)
Project Description& Contribution	Pfizer Global Research and Development (PGRD) is the product discovery and development engine of Pfizer Inc, one of the prominent pharmaceutical companies in the world. In my short stint with PGRD, I was responsible for pushing time critical 'database migration' project over the line. The project involved planning and execution of migrating SQL 2000 databases from different locations of PGRD to Groton datacenter in CT, USA.

Organization	Infosys Technologies Ltd.
Client	Service Corporation International, USA
Role	SQL Server Database Administrator
Location	Offshore (Bangalore, India) and Onsite (Texas, USA)
Duration	2 Years 4 Months (Jan'04 – May'06) and 12 Months (Aug'06 – Aug'07)
Project Description & Contribution	Service Corporation International (SCI) headquartered in Houston, Texas is a predominant leader in death care industry in North America. Infosys Technologies Ltd, India provided IT infrastructure services to SCI using their onsite-offshore model. I performed regular BAU tasks as an offshore DBA. Later, moved to onsite and got an opportunity to work closely with application and business team to understand their requirements and fine tune their application from database perspective. I also served as a SPOC for all database related queries and for all tasks related to offshore team.

AWARDS AND ACCOMPLISHMENTS

- Awarded "LOVs" (Living Our Values) multiple times in RBS for my invaluable contribution to different projects and transformation programs.
- Most coveted "Employee of the quarter' award from CEO - Crutchfield Corporation, USA
- 'Star Team' award - Patni Americas Inc, USA
- 'Best Project Team' award (SCI) – Infosys Technologies Ltd.
- 'Most Valuable Player (MVP)' - Infosys Technologies Ltd
- 'IMS Star Performer' - Infosys Technologies Ltd.

EDUCATION AND CREDENTIALS

- **Microsoft Certified IT Professional (MCITP)** - Designing, Optimizing and Maintaining a Database Administrative Solution Using Microsoft SQL Server 2008

- **Microsoft Certified Technical specialist (MCTS)** - Microsoft SQL Server 2008, Implementation and Maintenance

- **Bachelor of Engineering, Computer Science** (2003) from Dehradun Institute of Technology, Dehradun