DEEPAK KUMAR

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Technology and business visionary professional with chronicled success in providing assistance in building technology set-ups, identifying technology trends, defining processes, controlling risk, collaborating across departments and optimizing resources in multi-location environment for driving IT strategy, business excellence and enhanced customer experience; targeting to express potential in challenging roles in **Oracle Database Administration, IT Operations, System Administration, Service Delivery Management & Client Relationship Management** with an esteemed organization

Core Competencies

Oracle Database Administration & Architecture/ Upgrade & Migrations

System Analysis & Administration

Strategy & Operational IT Planning

IPC (Incident, Problem and Change)/ SLA Management

Business Analysis

Change Management

Installation, Configuration of Oracle Products

Project Management & Delivery Excellence

Performance Tuning

Technology Roadmaps

Backup & Disaster Recovery

SOP Formulation & Implementation

Patch/Impact Analysis

Client & Stakeholder Engagements

Team Building & Leadership

Training & Certification

- **ITIL** 2011 Foundation Certificate in IT Service Management Certification
- **AWS Training** (Associate Level

Profile Summary

- **IT Professional** with an analytical bent of mind offering **nearly 9 years** of success in supervising, planning & managing multifaceted & complex projects and contributing towards the business & technology vision & direction

- Showcased excellence across full **oracle lifecycle support of Oracle databases (11g R2, 12c R1, 12c R2, 19c) in Linux/Solaris/Unix/virtual environment** supporting mission critical systems; proficient in database architecture, implementation, high availability, networking, securing, patching, upgrading, monitoring, performance tuning, configuration and troubleshooting Oracle databases

- Notable success in **AWS, Cloud DBA/Admin**

- Extensive intelligence in **ITIL & ITSM foundation framework** which includes Service Delivery functions such as Incident Management, Problem Management, Change Management & Configuration Management; expertise in managing **high-severity incidents** to ensure service availability with minimal delay and impact towards ensuring smooth operations of various environments

- Insightful intelligence in managing end-to-end process of Business Analysis entailing **As-Is /To-Be Analysis**, mapping clients' business requirements, translating the requirements into functional specifications, deriving the right database solution, feasibility study, process stabilization, performance monitoring, key metrics development, resource deployment, stakeholder reporting, architectural design, evaluation & solution implementation, risk assessment & mitigation, migration & transformation and supporting after go-live

- Proficiency in managing **multiple projects** through aggressive project governance processes encompassing workflow design, estimations, risk analysis, work allocation / monitoring, schedule implementation, budgetary control, production schedule, quality assurance, status reporting and client / project team co-ordination

- Skilled in **backup and recovery of Oracle databases** using enterprise backup tools

- Competency in developing & maintaining relationships with business stakeholders, defining **service delivery standards** while ensuring adherence to OLAs/SLAs; exhibited excellence in managing various activities pertaining to **IT Operations** encompassing setting up of **targets, SOP & SLA management, budgets, quality assurance & best practices implementation**

- **Technology Evangelist** enthusiastically meeting deadlines with innate skills in building high performing teams entailing **20 members** that excel in delivering business value through technology transition

Work Experience

Jan'13 to Present: Tata Consultancy Services, Noida as Assistant Consultant

Growth Path:

2020: Assistant Consultant

2017: IT Analyst

2015: System Engineer

2013: Assistant System Engineer Trainee

Projects Managed:

Project Title: Health Care Domain Project　　　　　　　　**Period:** May'16 to Present
Client: Largest Pharmaceutical Company
Role: Senior Oracle DBA

Significant Highlights:

- Performed **Physical & Logical Design** of the database entailing database creation, tables-spaces creation, table, index partitioning and mapping of different objects with disks
- Executed **backups using RMAN** for complete &valid restore and recovery purpose
- Applied **oracle patches and software upgrades (quarterly) using My Oracle Support (MOS)/Metalink** to ensure database availability, reliability, accessibility, scalability and security
- Migrated & upgraded databases from **Oracle 11g to 12c, 12c to 12.2 and 12.2 to 19c**
- Examined **high load causing database on the server** and the query/job causing the same, stuck jobs troubleshooting, mviews refresh procedures tuning, running tuning for the queries and suggest the customers for suggestions entailing index creations, stats and related concerns & so on
- Managed **export/import of databases and schemas** using datapump (expdp and impdp)
- Planned &coordinated with customer for the following:
  - **Migrate more than 75 servers** from RHEL 6.10 to RHEL 7.9
  - **Upgrade more than 200 plus databases** from 12.2.0.1 to 19c
- **Skilled in the following:**
  - S3 bucket creation, maintaining bucket policies & versioning
  - EC2 instance creation, deploying RDS instances as per the application needs & requirements
  - IAM roles management, policy management and mapping as per the requirements
  - Threshold alarms/notifications using SNS and Cloudwatch
  - Creating EC2 in public and private subnets and Importance of Bastion Server
  - Working with Internet Gateway and Route Table
  - Route53 and their routing policies
  - Simple Queue Service

Project Title: Travel, Transportation & Hospitality Domain Project　　　**Period:** Apr'13 to Apr'16
Client: Logistics Company and Leading Provider of Supply Chain Services
Role: System Administrator

Significant Highlights:

- Managed **Microsoft Exchange Server Outlook configuration**, troubleshooting, archiving e-mails, PST mapping, PST repair & so on
- Performed **Printer Installation, Wireless Setup & Anti-Virus Installation & so on**
- Spearheaded multiple functions entailing:
  - **Notification of Major Incidents**
  - **VDI related issues**
  - **Used AS400 application** to create barcode
  - **Active Directory**

Roles Across The Career:

- Spearheading **organizational technology** to help business to grow by conceptualizing roadmap, strategy & framework; revamping and managing company transformation into secure enterprise class organization
- Assisting in creating **quarterly work plan** of activities in support of customer/vendor goals and/or strategy; supporting in determining **resource requirements** needed to support the activities
- Providing inputs to the creation of **rolling maintenance plan of activities 6-12 months in advance**
- Working with the team to provide **enterprise-wide, Oracle Database Administration support** for production systems; providing DBA services to application development teams entailing database design, database generation & database production support
- Rendering **DBA support** with a high degree of **customer service, technical expertise, ensuring and adherence to timeliness**
- Monitoring& optimizing performance of the database, planning for backup & recovery of the database, allocating system storage & planning future storage needs
- Creating **database-related scripts and programs** to support development & production environments; conducting research and evaluating, designing, testing, recommending & planning implementation of **new or improved RDBMS, ETL and database tools**
- Coordinating with **problem owners, SMEs and other stakeholders** to identify problem scope and escalate IT service outages to specialize engineering
- Organizing **IT process milestones** and activities pertaining to all support functions; spearheading IT service processes such as **Incident, Problem and Change Management**
- Spearheading several operations including **KPIs, OLAs & SLAs Management (Service Level Agreement), Volumes Management, Team Utilization, CSAT (Customer Satisfaction), Resolve & Closure Rate, RCAs (Root Cause Analysis), Head Count & Forecasting**
- Providing **remote technical support** for troubleshooting daily operational/technical problems from customers, proposing solutions, building customer relationships & developing monthly reports

- Directing all **critical/major incidents & service requests**; supervising critical incidents from inception to closure within SLA; managing & coordinating with **multi-functional teams** to expedite the **technical recovery process** after major incidents
- Performing **impact analysis** to determine the severity of an incident; generating incident report on major incidents for upper management review
- Monitoring & analyzing information system needs, evaluating end-user requirements, designing **custom solutions and resolving escalations** for complex technology rated issues
- Updating **remedy tickets for change & incident management** to document monitoring and recovery steps; capturing incident follow-ups and completing formal post-implementation reviews

Awards & Rewards

- Recognised with multiple **"On the Spot" awards** in TCS
- Received **"Star of Month" award**

Education

- **B.Tech. (H)** from JMIT Radaur, KUK University in **2012**
- **Diploma** from SJPP Damla, Yamunanagar, SBTE Panchkula in **2009**

Personal Details

Date of Birth: 03rd May1990
Languages Known: Hindi, English & Punjabi