

## KASTURI CHATTERJEE

Forward-thinking, ambitious, career-focused, passionate 11g OCA certified & ITIL professional offering 11+ years of experience working for IT consulting firms. Trained as Technical Lead Database Administrator effective in analyzing relevant information and guiding product cycle from conception to completion. Extensive skills and history of proactivity, leveraging strong business, financial and technical acumen to drive with a passion strategically for continuous advanced knowledge of innovation and process improvements development and implementation to add value to the team. Increase competitive advantage and bolster bottom-line revenue growth. Detailed and organized with proven strength in aligning business goals with technology solutions. Agile and Waterfall expert with track records of producing high-quality deliverables within timeline and budgetary constraints. Worked analytically to adept at recruiting, leading and developing highly effective technical teams. Dedicated to challenges utilizing interpersonal skills, excellent time management and solution-oriented problem-solving skills. Skilled in maintaining efficient systems by leveraging infrastructure and operational knowledge to enhance processes by creating transparency to expose and eliminate bottlenecks in asset and employee utilization. Practiced trouble-shooter with diagnostics procedure expertise and in-depth technical experience.

✉ [kasturi.chatterjee1990@gmail.com](mailto:kasturi.chatterjee1990@gmail.com) ☎ +91 - 8287564945

LinkedIn url: [www.linkedin.com/in/kasturi-chatterjee-2220bb111/](https://www.linkedin.com/in/kasturi-chatterjee-2220bb111/)



### KEY IMPACT AREAS



### SOFT SKILLS



### EXECUTIVE PROFILE

- Conducted gap analysis on current infrastructure programs
- Researched current ITIL standards and architecture integration processes and Collaborated with MSC staff members in ITIL framework implementation.
- Resolved business issues and complaints in accordance with appropriate professional standards.
- Improved process quality in coordination with team members
- Continuous discussion with management & REP team to increase revenue growth
- Strong analytical and problem-solving skills along with the ability to work independently when needed and a quick learner of new technologies.
- Setup and maintain documentation and standards that is in line with organization policies & standards.

### NOTABLE ACCOMPLISHMENTS ACROSS THE CAREER

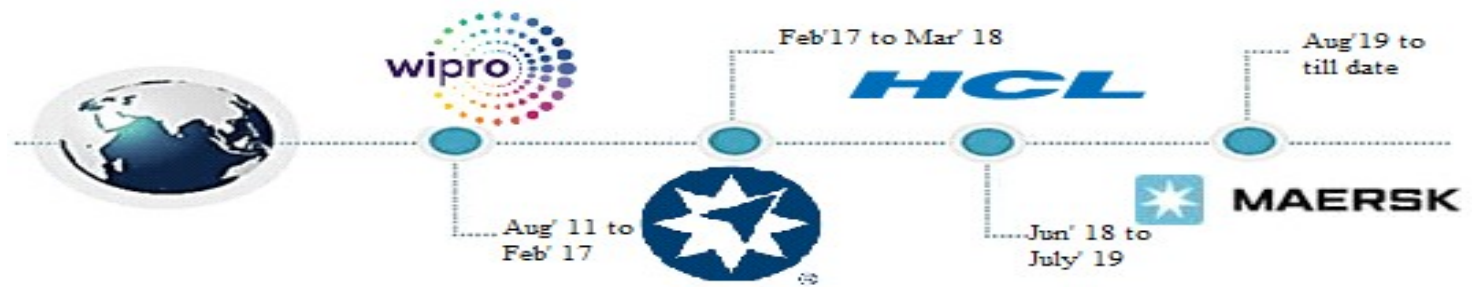
- Scored 4.89/5 for 3 consecutive year of Connections Employee Engagement Survey
- Saving of approx. \$15000 in 2022 by implementing various server migration, storage allocation ,team restructuring & insourcing,
- Maximize process efficiency and cost effectiveness through strategic planning, contract compliance and governance mechanisms Strategy Planning with Senior Stakeholders.
- Transition of team for in-house from multiple vendors
- Handled Log4j issue along with team and fixed the vulnerabilities on war foot basis on affected DB servers to avoid any impact on DB services
- Resolved product issue through consumer testing.
- Ensure outstanding performance against key metrics mentioned in the agreement.



### TECHNICAL SKILLS

- Hardware/OS:** STANDBY HP.M5000/M4000, Sun Solaris 10 and HP- Unix Linux 2.6.18- 238.el5x86\_64 GNU/Linux
- Software Products:** ORACLE 9i, 10G, 11G, 12C, RAC, ASM, STANDBY, DATA GUARD, Performance Tuning. OCI
- Language:** PERL, Shell Scripting
- Tools:** Oracle Enterprise Manager, ORACLE GRID, STANDBY(DATA GUARD),BCV(Business Continuanace Volume),BI Publisher, Service Now, CyberArk, HAWK

## CAREER TIMELINE



## WORK EXPERIENCE

Environment: Azure+ORACLE 12C VER (12.1.0.2 & 11.2.0)+ASM+RAC  
Tools: BI Publisher, HAWK, OEM 19c, Service Now, Kanban, Confluence  
Language: Perl, Shell Scripting  
Db Size: 10 TB To 100 TB  
Handling Team size: 22 Oracle DBA

### **Maersk Line(Technical Database Operation Manager) Aug'19 - Present**

#### Responsibilities:

- Built application platform foundation to support migration from client-server product lines to enterprise architectures and services.
- Managed resources on several projects, collaborating weekly with these resources and developers. This was done in an agile environment and Scrum methodology.
- Regular use of Kanban/ Confluence to implement agile development and to communicate real-time capacity and full transparency of work.
- Ensure outstanding performance against key metrics mentioned in the agreement Resource Allocation & Retention, Stakeholder Interaction & Management Effective Team Management, Performance Management.
- Analyzed business critical processes and planned the integration of processes to create a more robust system thereby reducing the P1/P2 by 50% and increasing Green week by 99%.
- Imparted technical direction and guidance to the vendor team (Kyndryl & TCS, Oracle) to create designs, develop systems, resolve issues and manage development schedule.
- Transition of team for in house from multiple vendors that included Budget planning, resourcing, KT, contractual clauses, Maersk policy
- Well trained with SRE and observability concept. Built strong relationships with customers through positive attitude and attentive response.
- Designed strategic plan for component development practices to support future projects. Mentored and guided employees to foster proper completion of assigned duties.
- Facilitated training for associates through daily coaching and regular performance appraisals, promote productivity, accuracy and commitment to friendly service and to encourage team to embraced change and adapt within dynamic market.
- Demonstrated knowledge of company mission and goals and mentored employees in reaching objectives aligned with company core values.
- Audited team performance and compliance with performance and behavioral standards
- Partnered with managers to identify and capitalize on sales trends and brand initiatives.
- Modelled exceptional customer service and mentored associates on direct link between revenue growth and customer loyalty.
- Cross-trained and provided back up for customer service managers. Completed special cuts, including groves and bevels, to produce desired looks. Adhered to rigorous standards for customer service, merchandising and operational safety.
- Maximized efficiency by removing safety hazards and debris from work areas.
- Verified confidential budget reports remained up-to-date for team and vendor
- Planned, managed and directed daily board operations to increase revenue and reduce costs through P&L analysis.
- Participated in cross-functional team-building activities. Kept equipment running by clearing jams using OEM, Golden gate
- Responsible to prepare detail specification for the code reviews and optimization in order to write, design, code, test, debug and deliver the code as per the standards
- Automated multiple tasks to reduce human efforts and errors
- Provided continued maintenance and development of bug fixes and patch sets for existing web applications.
- Monitored network performance and provided network performance statistical reports for both real-time and historical measurements. Reviewed daily requirements and forecasts and delegated work for optimal coverage.
- Provided constructive criticism regarding quality assurance with continuous feedback. Worked with DBAs to create prototypes of new designs and training materials.
- Coordinated weekly meetings for internal and external groups, including teleconferences and videoconferences, interacting with all levels of management. Optimized customer support by establishing collaborative service environment.
- Identified stock imperfections, assigned grades and noted production concerns based on regular inspections.
- Assisted DBAs with new hire processing and existing training programs. Implemented new working processes which delivered continued improvements.
- Leading the proposal preparation, reviewing the project estimations, capturing inputs from key stakeholders to position organisation is suitable in order to seal the deal.
- Scheduling assignments, monitor, review and report project status regularly in order to manage project risks and ensure successful project delivery and implementation.
- Responsible to coach and create a vision for the team, provide subject matter training of focus areas, motivate and inspire team members through effective and timely feedback and recognition for high performance.
- Responsible as a key contributor in creating thought leadership within the area of technology specialization and in compliance with guidelines, policies and norms of organization.

## **PREVIOUS EXPERIENCE**

Environment: ORACLE 12C VER (12.1.0.2 & 11.2.0) + ASM + RAC.

Tools: OEM 19c, Service Now

Language: Shell Scripting

Db Size: 10 TB To 100 TB

**HCL Technologies as Associate Consultant**

**June'18 – Jul'19**

### **Responsibilities:**

- Logical Backup of Database for data security & Rebuilding of indexes when required.
- Golden Gate Implementation and Management & Remedy Ticketing Tool.
- Creating and Dropping users & Escalation to Vendor or ORACLE support and co-ordinate the incidents to fix it.
- Up-gradation of databases & Audited team performance and compliance with performance and behavioral standards
- Monitored operating machinery to assess progress, adjust settings and maintain desired tension and speeds.
- Troubleshooting complex administrative and training issues promptly
- Planned, managed and directed daily board operations to increase revenue and reduce costs through P&L analysis.
- Participated in cross-functional team-building activities & Generate AWR, ADDM and ASH reports.
- Disable or enable the oracle schedules Jobs & create scripts for automation.
- Create self-explained, thoroughly checked POA so that vendor group can run the script.
- Working on change management as per company policy & Working with basic UNIX command.
- Creating and updating the inventory for DB details & Provides complete RCA to application team.
- Working on database performance issue related to oracle. Working on database performance issue related to oracle.

Environment: ORACLE 12C VER (12.1.0.2 & 11.2.0) + ASM + RAC.

Tools: OEM 19c, Service Now

Language: PERL, Shell Scripting

Db Size: 10 TB To 100 TB

**Ameriprise Financials as Associate**

**Feb'17 – Mar'18**

### **Responsibilities:**

- Create scripts for automation using PEL & Shell Scripting. Conducted gap analysis on current infrastructure programs.
- Contributed to architectural cross-function sessions and meetings.
- Researched current ITIL standards and architecture integration processes. Reviewed and recommended ITIL process improvements. Resolved business issues and complaints in accordance with appropriate professional standards.
- Upheld organizational goals in architecture maintenance. Conduct process audits and furnished ITIL process owner support.
- Collaborated with various teams in ITIL framework implementation and improved process quality in coordination with team.
- Maintained and updated customer business issues maps Attended Cab meetings to explain teams for the requests that need to perform in certain durations
- Create self-explained, thoroughly checked POA so that vendor group can run the script. Working on change management as per company policy. Creating and updating the inventory for DB details.
- Validate the task completed by vendor team using our scripts Patching and DR activity script are created and monitored.
- Working closing on patching and DR activity with application team. Hands on knowledge on PERL, SHELL Scripting, PL/SQL. Provides complete RCA to application team. Working with basic UNIX command.

Environment: ORACLE 8i, 10g, 11g, 12C VER + ASM + RAC.

Tools: OEM 12c, Service Now

Db Size: 1 TB To 10 TB

Client: Aircel limited/ Uninor

**Wipro Infotech as Senior Oracle DBA**

**Aug'11 – Feb'17**

### **Responsibilities:**

- Golden Gate Implementation and Management & Creating and Dropping users. Logical Backup of Database for data security.
- Escalation to Vendor or ORACLE support and co-ordinate the incidents to fix the issues.
- Add data files in Table space in RAW File system and ASM Add Database links between databases.
- Take the Archive log backup manually when archive mount point goes full. Export Backups (table level, schema level, database level) & Generate AWR, ADDM and ASH reports.
- Upgradation and migration of DB from 11g to 12c, OEM 12c to 18c, Goldengate 11g to 12c.
- Backup of databases or OS mount point (On Demand basis) & Analyzing tables and indexes on weekly basis.
- Creation of LVs on database & Daily Backup of database on Disk. Disable or enable the oracle schedules Jobs.



## **AWARDS & CERTIFICATES**

### **Certifications:**

- ITIL Foundation Certificate in IT Service Management
- OCA Certification in Oracle 11g (Oracle Certified Professional)
- PERL, JAVA, Visual Basic

### **Awards:**

- Star Award as best employer for Quarter 2020
- Nominated as best Team for year 2021



## **EDUCATION**

- MS in Computer Application BITS Pilani, 2012-2016
- BCA SRMCEM, Lucknow University 2008 -2011



## **PERSONAL DETAILS**

Date of Birth: 3rd January 1990 || Languages Known: English, Hindi, Bengali || Marital status: Married