

Andrew Harrison

Oracle Database Administrator

London - Email me on Indeed: [indeed.com/r/Andrew-Harrison/a0209779e47be012](https://www.indeed.com/r/Andrew-Harrison/a0209779e47be012)

A results orientated and customer focused Oracle Database Administrator with extensive experience gained working in globally focused solutions-orientated roles within ITIL and G*P frameworks, a strong team player with a "can do" attitude to ensure business aligned delivery and support; now seeking a similar, challenging role that will utilize strong problem solving and root cause analysis skills, excellent communication skills and a sound technical knowledge.

WORK EXPERIENCE

Database Administrator

Capita Asset Services - September 2012 to March 2017

Working within a divisional IT department responsible for the administration of Oracle databases in both production and non-production environments hosted within conventional data centres and Microsoft Azure Cloud

- Support business critical Oracle RAC and Data Guard environments.
- Perform refreshes of non-production environments.
- Perform database upgrades to Oracle 12c
- Plan and execute database patching.
- Production support responding to incident tickets within agreed SLAs and provision of on-call services based on a weekly rota with other team members.

Database Administrator

Pfizer Ltd - March 2005 to August 2012

Working in a global database team supporting over 9,000 databases on 900 + servers worldwide with sole responsibility for 100 + databases in data centres in Europe and America, routinely communicating with customers and taking escalations from 1st and 2nd line off-shore support.

- Support business critical global compound ordering and management system consisting of five global databases in a multi master replicated environment at 11gR1.
- Performance tuning of Siebel database environments using outlines to achieve plan stability.
- Managed and implemented the upgrade of production Siebel database environments from 9iR2 to 10gR2 in Europe.
- Maintained and administered the EMEA RMAN environment until the regional team was fully integrated with the global team.
- Involved in the design and installation of a number of Siebel database environments on Veritas Clusters.
- Implemented Grid Control for the EMEA Region and later provided technical advice and hands-on help to configure and upgrade the global environment.
- Escalation point for Managed Service Team - providing 3rd line troubleshooting and problem solving skills.
- Mentoring and training provided for junior and off-shore DBAs.

Database Administrator

NCR Ltd - January 2001 to March 2005

Production support DBA for Oracle on Solaris and Windows. In addition, specific responsibility for the development, test and production environments of two key global R & D application databases concerning registration of all clinical trials and clinical data of first trials in humans.

- Implemented and maintained the first installation of Oracle Enterprise Manager (OEM) for the European based regional DBA team.
- Managed and implemented the upgrade of 8i databases to 9iR2 for two validated global R & D application databases.

Database Administrator

4 Front Services Ltd - November 1998 to December 2000

Production support and project DBA for Informix databases on Solaris. Later this was to include production support for Oracle on Solaris and Windows.

- Wrote a number of shell scripts to monitor database activity for the Informix environment.
- Cross trained to Oracle and fulfilled production support duties in this area.

System Manager (Senior Executive Officer)

The Home Office - April 1997 to November 1998

Responsibility for the Prison Service Headquarters Financial Accounting IT Environment.

- Management of a small team of system and database administrators including contract and permanent staff.
- Unix AIX System Administration in production, test and development environments.
- Informix Database Administration in production, test and development environments.
- Assembling and installing new releases of the Prison Service Financial Accounting System using Tetra's Chameleon 2000 software.

Project Technical Team Manager (Higher Executive Officer)

The Home Office - April 1996 to March 1997

Technical Assurance Coordinator on a PRINCE run project to implement a computerised financial accounting system for the Prison Service.

- Management of a small team of IT contractors working on the development and implementation of a financial accounting system.
- Hands on Unix AIX System Administration in the development and test environment.
- Hands on Informix Database Administration in the development and test environment.

Project Technical Team Member (Higher Executive Officer)

The Home Office - September 1994 to March 1996

Providing AIX system administration for the Bull DPX20/400 and 600 series servers used by the Prison Service Headquarters financial accounting development project.

- UNIX shell scripting to automate implementation tasks.
- Preparation and documentation of release media for the rollout of Chameleon 2000.

ADDITIONAL INFORMATION

TECHNICAL SKILLS

- Oracle 7, 8, 8i, 9i, 10g, 11g and 12c on Unix, Linux and Windows
- Data Guard
- Real Application Clusters (RAC)
- RMAN
- Enterprise Manager (Cloud Control)
- UNIX shell scripting
- Oracle Database 10g Administrator Certified Professional.
- ITIL