

GUSTAVO SAIDLER

Address: Budapest, Vajda Péter u. 11, 1089, Hungary

Mobile: +36 70 262-3285 / +36 70 525-7054

E-mail: gustavo.saidler@gmail.com

PROFILE

Experienced IT professional with 8+ years of experience. Expertise in customer support and problem solving through process-driven and analytical methods. A dynamic person, self-taught and team player.

WORK EXPERIENCE

BlackRock - Hungary - Nov 2017 / Present

Position: Database Manager

Main responsibilities / activities:

- Creating (Python) programs to interact with APIs (SOAP / REST), mainly to export raw data
- Data exploration and cleaning with Python (pandas)
- Data pipeline: creating ETL jobs to transform raw data from Hadoop Hive into aggregated datasets which are loaded to relational databases (pySpark, Sqoop, MSSQL)
- Database modeling
- Ad-hoc SQL reporting
- Shell scripting to automate jobs

TATA Consultancy Services (TCS) - Hungary - May 2016 / Oct 2017

Position: Incident Manager

Main responsibilities / activities:

- *Created own ticket reporting system in Python from scratch*
- Creating customized management reports via SQL;
- Identifying opportunities to increase the overall ticket resolution rate of the team;
- Monitoring the efficiency of Incident Management and making recommendations for improvement;
- Ensuring that all IT teams follow the incident management process for every incident;
- Managing user escalations for Incidents and Service Requests;
- Handling of high priority issues and Major Incidents;
- Support and provide guidance to the team;
- Manage the performance of the team and identify opportunities for improvement.

TATA Consultancy Services (TCS) - Hungary - December 2014 / May 2016

Position: Service desk analyst

Main responsibilities / activities:

- Supporting users with IT related issues/requests;
- Solving problems in accordance to ITIL practices;
- Guarantee that SLA requirements are attended;
- Training members of the team;
- Providing reports of the overall performance of the team;

CECRED - November 2013 / November 2014

Position: Database Administrator / System analyst

Main responsibilities / activities:

- Backup/Restore planning with Oracle RMAN;
- Reviewing and authorizing data structure modifications;
- Configuring/Testing high-availability (Oracle Data Guard) database;
- Reporting database health and application status;
- Disaster recovery planning;
- Designing data structures;
- Shell scripting;
- Troubleshooting issues onto Oracle RAC;
- Auditing user access / operations (database);

SENIOR SISTEMAS S/A - Brazil - July 2011 / November 2013

Position: Database Administrator

Main responsibilities / activities:

- Customer Service (Help Desk);
- Analyzing Database performance (general /specific processes);
- Installing and configuring databases (UNIX/Linux/MS);
- Creating maintenance routines for Oracle/MSSQL databases;
- Configuring / optimizing Database Backup and Recovery;
- Developing monitoring scripts (Shell script);

Quicksoft – Brazil - December 2010 / June 2011

Position: Trainee

Main responsibilities / activities:

- Customer Service (Help Desk);
- Monitoring clients' IT infrastructure.

EDUCATION**UNIASSELVI – Centro Universitário Leonardo da Vinci - Brazil**

- Major degree in Database Technology – Jan 2012 – Dec 2014

TECHNICAL SKILLS

- **Software:** Hadoop ecosystem, GIT, MS Office, IDEs
- **Databases:** Hive, Oracle, MSSQL, MySQL
- **Languages:** SQL, HQL, Python, pySpark, HTML, JavaScript
- **Systems:** Linux, Unix, MacOS, Windows Server/XP/7/10

LANGUAGES

- **Portuguese:** Native
- **English:** Fluent
- **Spanish:** Intermediate

CERTIFICATIONS

- ITIL® v3 Foundation - 03/10/2011
- Oracle Database 11g Administrator Certified Associate (OCA) - 16/04/2012
- Oracle Database 11g Administrator Certified Professional (OCP) - 20/06/2014