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Career Objective

Strive for continuous improvement by proactively adapting to changes and consistently delivering high-impact outcomes.

Summary

Experienced IT professional with over 15 years in technical leadership, specializing in AWS and database management. Proficient in Java, SQL, Python, and cloud technologies, with a strong track record in CI/CD pipeline enhancement, performance tuning, and high availability solutions. Proven ability to mentor teams, automate processes, and manage complex infrastructure. Adept at stakeholder collaboration, policy development, and disaster recovery planning. Certified in AWS and Oracle, with hands-on experience in data warehousing, cloud infrastructure, and enterprise monitoring. Committed to delivering robust solutions that enhance business performance and customer satisfaction.

Experience

Manager (Aug 2022 – Till Date)

Macquarie Bank

- **CI/CD Pipeline Enhancement:** Worked on CI/CD pipeline to integrate new AWS features, enabling multiple teams to leverage these features and enhance their product experience.
- **AWS Config Data Management:** Designed and implemented an end-to-end process to gather AWS config data from various sources, including S3 buckets, using Python and AWS Lambda. This improved business compliance and reduced information maintenance costs.
- **Performance Data Collection:** Developed an end-to-end process to collect AWS CloudWatch and Performance Insights data for machine learning models, enabling better instance sizing predictions based on load forecasting.
- **Dashboard Development:** Developed and enhanced dashboards using Grafana. One dashboard detected a major datacentre outage early, significantly reducing recovery time.
- **Oracle Integration with Grafana:** Implemented the integration of Oracle with Grafana using Python, Protobuf, and Mimir, providing the business with new visual insights.
- **Performance Testing and Recommendations:** Conducted performance testing of Oracle and SQL Server environments on GCVE, providing recommendations on vSAN and migration plans to ensure customers experienced equal or better performance with minimal degradation during migration.
- **Mentorship and Knowledge Transfer:** Mentored new hires and conducted numerous knowledge transfer sessions on internal processes and technologies, including pipeline, Python, AWS Config, AWS Lambda, Oracle, SQL Server, storage, and migration scenarios.
- **Complex Issue Resolution:** Diagnosed and resolved complex service issues across infrastructure and applications, maintaining effective development, maintenance, and support of patterns and platforms.
- **Capacity Planning and Monitoring:** Provided expert input into capacity planning, performance monitoring, and tuning of infrastructure components to ensure platform stability and availability.
- **Stakeholder Collaboration:** Liaised with executive and senior stakeholders (Architecture, Security, and Operations) and suppliers to ensure effective communication and collaboration.
- **Agile Methodologies:** Applied Agile frameworks, techniques, and processes to effectively deliver business value.
- **AWS and Cloud Expertise:** Extensive experience in AWS technologies, security and compliance automation, and automated provisioning and deployments.

Senior Database Administrator (Oct 2019 – Aug 2022)

Engie

- **Database Management and Architecture:** Managed and architected databases to meet business needs and compliance requirements.
- **Policy Development:** Developed policies and procedures for database management, compliance, and security.
- **Customer and Stakeholder Relationships:** Built and maintained strong relationships with customers, stakeholders, and partners.
- **Technical Guidance:** Provided technical guidance on database management, enabling robust business decision-making.
- **Patching Strategy:** Developed and maintained a patching strategy to ensure system security, enhancing business confidence in technology.
- **Database Upgrades:** Performed database upgrades and played a key role in the application upgrade process.
- **Migration Strategies:** Developed and implemented migration strategies, ensuring databases run on current and supported infrastructure, increasing business confidence in technology.
- **Issue Troubleshooting:** Troubleshot day-to-day issues, identified root causes, and implemented solutions to prevent recurrence.
- **Process Automation:** Automated repetitive business processes to improve performance and reduce human errors.
- **Change Management:** Led large-scale changes, delivering on time with effective communication and stakeholder education.
- **Team Collaboration and Mentorship:** Worked collaboratively with the team and provided mentorship as needed.
- **Vendor Relationships:** Developed and maintained relationships with third-party vendors.
- **Technology Utilization:** Leveraged tools like OEM, Splunk, PowerShell, and Shell Scripting for database and security monitoring and management.
- **Backup and Recovery Management:** Managed database backups, recoveries, and SLAs.
- **Disaster Recovery Preparedness:** Ensured documents and procedures were ready, tested, and up-to-date for disaster recovery.
- **Technologies Worked With:** Experienced with Datawarehouse, Oracle 12c/19c, OEM 13.4/13.5, Splunk, VMware, SQL Server 2008-2019, SSRS, SSIS, SSAS, Rubrik, IIS, and Windows Server 2012-2019.
- **Cloud Infrastructure Management:** Managed infrastructure and services on AWS and Azure.

Database Administrator (Nov 2009 – Sept 2019)

Charles Sturt University

- **Database Management:** Managed Oracle 11g, 12c, and SQL Server 2008, 2012, 2014, and 2017 databases by provisioning, upgrading, and patching, ensuring systems stay current with the latest releases.
- **Performance Tuning:** Utilized tools like AWR and ADDM for performance tuning, meeting customer expectations, and improving database performance to satisfy SLAs and enhance customer satisfaction.
- **Critical Process Oversight:** Oversaw financial and business-critical processes, providing database and programming support to meet essential business needs.
- **High Availability Solutions:** Provided expert advice on setting up and managing Oracle RAC and DataGuard for highly available solutions, enhancing the quality of online services.
- **SQL Server Availability:** Implemented SQL Server AlwaysOn Availability Groups to create highly available database infrastructures.
- **Data Warehouse Setup:** Set up SQL Server data warehouses, built ETL processes, and deployed packages to SSIS, aiding in marketing planning, customer satisfaction, and retention.
- **Cloud Solutions:** Developed and delivered secure solutions by provisioning resources in AWS and Azure, expanding cloud footprint and reducing fixed infrastructure costs.
- **Backup Strategies:** Developed backup policies using CommVault, Altavault, and RMAN to ensure effective backup strategies.

- **Storage Provisioning:** Provisioned storage using NetApp SAN and NAS for Windows and RedHat environments.
- **Infrastructure Monitoring:** Monitored infrastructure using OEM, Nagios, and OpsGenie, centralizing monitoring and alerting, thus reducing troubleshooting and resolution time.
- **Data Security and Recovery:** Secured, backed up, and recovered databases to improve data resilience against disasters.
- **Disaster Recovery Testing:** Performed and documented regular DR/BC testing in database environments, enhancing disaster recovery processes and documentation.
- **Process Automation:** Developed automation for repetitive tasks, streamlining processes and improving service quality.
- **Database as a Service:** Provisioned database services for multiple customers, providing training and documentation to enhance customer relationships and understanding.
- **Testing and Validation:** Developed and followed testing plans to ensure solutions function as expected.
- **Vendor Liaison:** Liaised with vendors, allocated tasks, and acted as the first point of contact after hours, improving vendor relations and internal capabilities.
- **On-Call Support:** Served as an on-call person with a fifteen-minute turnaround, addressing issues promptly and improving visibility of change processes, thereby reducing downtime.

Solutions Programmer (Jul 2007 – Nov 2009)

Charles Sturt University

- **Domain Expertise:** Developed solutions for finance, student administration, residences, and human resources.
- **Programming Languages:** Proficient in Java, SQL, Python, Perl, PHP, PL-SQL, and T-SQL.
- **Code Review:** Conducted peer reviews of code, providing constructive feedback to ensure high-quality software development.
- **Level 3 Support:** Provided Level 3 support to customers globally, addressing complex technical issues and ensuring customer satisfaction.
- **Training Delivery:** Delivered training sessions for new staff and peers, enhancing their skills and knowledge.

Engineer Technical Services (Jan 2005 – Jan 2006)

SafeNet Inc.

Skills

AWS, Azure, SQL Server AlwaysOn, Datawarehouse, Oracle RAC, Dataguard, Oracle Clusterware, ASM, OEM 12c, 13.4, 13.5, Fusion Middleware, MySQL, SQLite, RedHat, Splunk, Puppet, Rundeck, Nagios, Opsgenie, Python, Java, Shell Scripting, PowerShell, SQL, T-SQL, XML, JSON, Android App Development.

Education

Graduate Diploma of Information Technology (CSU, Wagga Wagga)

B.Tech (Computer Science)

Graduate Diploma in University Leadership (CSU, Wagga Wagga)

Professional Qualifications

AWS Certified Solutions Architect Associate

AWS Certified Database Speciality

AWS Certified Cloud Practitioner

Oracle Certified Professional 11g

Training

- Certificate for AI For Everyone
- Implementing SQL Server Data warehouse
- Performing Big Data Engineering on Microsoft Cloud Services
- SQL Server 2014 Administration
- Oracle Fusion Middleware 11g: Administration Overview Ed 1
- Oracle 11gR2 Database Administration workshop
- Oracle 11gR2 Clusterware and ASM
- Oracle 11gR2 RAC Admin
- Oracle 11gR2 Dataguard Administration
- ITIL v3.0
- Splunk 7.0 Fundamentals