

Prakash Heda

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Database Visionary and Implementation Specialist

Seasoned leader with a demonstrated history of building and directing database operations and reliability engineering teams. Focused on driving operational efficiency, enhancing system performance, and ensuring uptime across complex database ecosystems. Expert in leveraging DevOps practices, automated provisioning, and cloud technologies for strategic advancements. Skilled communicator adept at transforming theoretical concepts into concrete reality through collaboration with cross-functional teams to establish, improve, and automate core database tools and capabilities. Proficient in cutting-edge database technologies and cloud platforms.

Areas of Expertise

- Team Leadership
 - Strategic Project Management
 - Stakeholder Engagement
 - Personnel Management
 - Cultural Change Management
 - DevOps, Automation & Efficiency
 - Self-service Database Platforms
 - Automated Deployments
 - Strategic cloud migration
 - Operational Support
 - Incident Management
 - Proactive Database Monitoring
 - Cloud DB Management
 - Infrastructure Expertise
 - Tech Adaptation
 - YouTuber, tech exploration, speaker
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Professional Experience

SS&C Technologies **Sep 2011 – Present** **Sr Manager, Database Reliability Engineering – San Francisco, CA (USA)**

Led the US DBRE team (8+ FTEs) for global MSSQL, PostgreSQL, Oracle, Sybase, DB2, MYSQL support.
Led successful shift from legacy systems to modern database architectures running on private and public clouds.
Promoted through ranks to current position, leading strategic vision and expanding product support.
Tripled deployment speed by implementing self-service cloud-based database deployments.
Led tech adoption and fostered a culture of learning and innovation.
Implemented monitoring systems for databases, achieving 99.99% uptime SLA and halving response times.
Achieved 60% cost savings by transferring database support in-house.
Orchestrated a complete overhaul of the database infrastructure, improving system performance by 35%.
Collaborated with development teams to optimize database schemas and queries.
Streamlined routine database operations through automation, improving efficiency by 40%.
Mentored DBAs and provided internal training to promote best practices.
Worked with security to ensure database compliance with company and industry standards.

Intuit Inc **July 2008 – Sep 2011** **Sr. Database Infrastructure Administrator** **Mountain View, CA**

Managed and supported on-call support services for 200+ SQL servers, including over 50 production servers.
Conducted resource planning, on-call duties, and work allocation for the database team.
Collaborated with project teams for upgrades, migrations, data center moves, and transitioning databases to the cloud.
Implemented industry best practices, proactive monitoring strategies, and optimized configurations for production servers.
Mentored DBAs and designers to ensure optimal performance.
Collaborated with diverse teams to establish reliable and scalable database solutions for new features and services.

Education & Certifications

Graduate degree in Commerce, Ajmer University, Ajmer India, 1995

AWS Certified: CLF-C01: AWS Certified Cloud Practitioner

Azure Certified: AZ-900: Microsoft Azure Fundamentals, DP-900 - Azure Data Fundamentals

Microsoft Certified Database Administrator MCITP, MCPDBA

Technical Proficiencies

Database Systems: MSSQL, PostgreSQL, MongoDB databases

Cloud Platforms: AWS, Azure, VMware Private Cloud

Hypervisor: VMware, PROXMOX, Hyper-V

Programming: PowerShell, Python, SQL, Prompt Engineering

DevOps Tools: Docker, Terraform, Ansible, Visual Studio Code

Monitoring Tools: Prometheus, Grafana, Alert Manager, and Quest Spotlight