JAGPAL SINGH

Project Manager (Scrum Master)

TECH SKILLS — Migrating & Administering SQL Server on Azure and ON Premises, Visualization of Data, Designing & Developing SQL database, Optimizing SQL Performance

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OTHER SKILLS

Project Management

Client Engagement

Process Improvement

Scrum Methodology

Training & Consulting

ASSOCIATED WITH BRANDS

DELL Technologies

AMEX

Coca-Cola BOTTLING COMPANY UNITED

V-GUARD

 Apple

EDUCATION

Bachelor of Technology
Thapar University
1999 - 2002

Master in Business Administration
Symsbiosis Center for Distance Learning
2006 - 2008

LIFE PASSION

Life long Yoga student

Enthusiast Reader

Train and build future leaders

Live life with a playful spirit.

LANGUAGE

English   Hindi   Punjabi

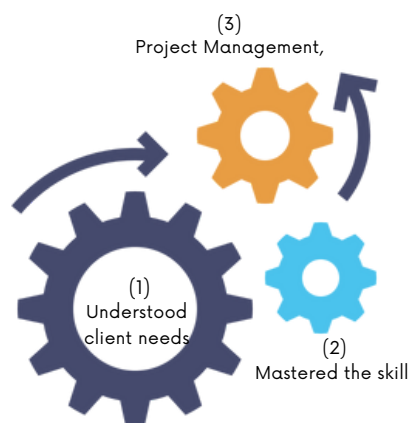## What has been my approach on my journey to Scrum Master? 🎯

Delivering successful outcomes to businesses for over 21 years. I excel as a Project Manager and Scrum Master, have adeptly handled mission critical projects, helped in business growth, and optimized SQL databases. I am passionate about continuous learning and innovation in Project Management, Microsoft database stack

THREE gears in the picture show cornerstones of my approach while working with clients.

(1) **Understood client needs** to gain business has helped me gain insight to client problems and be customer centric.

(2) **Mastered the skill** - SQL server - enabled me to bring valuable insights and problem-solving skills to the role of a Scrum Master

(3) **Project Management** - Project Management, agile, scrum have given me a repeatable and scalable structured approach in implementation.

Three gears complement each other, any missing gear breaks down the delivery. This has also been my style of working lately which makes me adaptable to any environment.

(3) Project Management,

(1) Understood client needs

(2) Mastered the skill

How has been my contribution to the success of my clients? 🏆

2.5 Crores Growth - Successfully grew the Database Project Team from a single member to a cohesive high skill unit of 9 professionals for L2 and L3 level support within 4 years which added a stable revenue of 2.5 crores per year.

80% Improved Efficiency Enhanced project efficiency by reducing the average time for new database server builds from 5 days to just 1 day, achieving 80% increase in efficiency. This optimization resulted in higher productivity of team and saving for the client.

100% Automation Achieved zero dependency on manual intervention for daily monitoring, ensuring high availability and proactive issue identification through 24x7 monitoring. This was achieved by developing and implementing a native solution for alert and monitoring system for databases.

2350% Database Growth - Successfully spearheaded the expansion of company's support to SQL server infrastructure by expanding from 4 instances to 98 instances, resulting in a remarkable 2350% increase in scalability. Thus, providing robust database management and optimization of performance to client.

Critical Alert Reduction - Accomplished an 85% reduction in the number of alerts within a month, assisting the client in optimizing their alert monitoring processes. This streamlined approach significantly contributed to operational efficiency and improved overall performance by eliminating unnecessary noise.

What are key traits you can expect from me?

Client reviews – As shown in my work detail further, I focus on providing value to clients and earning their trusts and accolades.
Over-Delivering – My focus is on GIVING more than what I expect to RECEIVE.
Problem solving – Any issues my client faces, I attack them and find a SOLUTION.
Kindness – One of the biggest aspects of my life which I implement in every facet of my life. Treating everyone with respect, understanding all situations, and genuinely wanting to improve my client's situation.

What are my latest projects which have been recommended by the client?

Project Name: Al Ansari Exchange

Client Review:

Jagpal's exceptional expertise in migrating to SQL Server 2019 on Azure VMs with high availability and replication HA was invaluable. His quick response, coordination, and ability to educate our IT department were impressive. This project's success speaks volumes about his skills. Highly recommended!

Professional Achievement: Successful SQL Server 2019 Migration to Azure VMs with HA/DR

Problem:

Led a critical project involving the migration of an on-premises SQL Server database to Azure VMs. This project demanded a transition from SQL Server 2012 to SQL Server 2019. Notably, it marked the client's first experience with SQL Server 2019 and the complexity of setting up transactional replication HA.

Solution:

Swiftly engaged with the client, persuading them to create new VMs (IAAS) for rigorous testing.
Within 24 hours, executed a comprehensive setup, including always-on configurations and Replication HA using load balancers in SQL Server 2019.
Coordinated an overnight effort with the team to configure and thoroughly test the topology in Azure-based SQL Server VMs.
Successfully instilled confidence in stakeholders and application owners, enabling them to utilize SQL Server 2019 effectively.
Provided extensive training to the IT department on configuring Windows clusters using PowerShell for Production VMs Migration in Azure.
The project, which had a delighted US client, showcased the DBA team's prowess in embracing new technologies and ensuring a seamless transition.

This experience demonstrates my ability to handle complex database migration projects, adapt to cutting-edge technologies, and effectively communicate with stakeholders.

Al Ansari Exchange:

Al Ansari Exchange is a leading foreign exchange and money transfer company in the UAE, with over 60 years of experience. It is headquartered in Dubai and has a network of over 180 branches across the country. Al Ansari Exchange offers a wide range of financial services, including:

Foreign currency exchange
Money transfer
Prepaid cards
Corporate payment solutions
Bill payments

Al Ansari Exchange is known for its competitive exchange rates, fast and reliable money transfer services, and convenient branch network. It is a popular choice for both individuals and businesses in the UAE.

Project Name: American Express

Client Review:

The project required precise execution, stringent monitoring, and client presentation underline his impressive problem-solving skills. I highly recommend Jagpal because his exceptional strategy for SQL Server table partitioning and identity expansion left a lasting impression. .

Professional Achievement: Successfully strategizing in SQL server 2016 table partitioning and identity column.

Problem:

Received a client request to address large tables not used in replication. These tables were using 'Int' data type for identity columns and were approaching their limit within three weeks.

Solution:

Developed a strategy to migrate data from the existing tables to new ones, while changing identity columns to 'Decimal (19,0)' to extend the limit.
Conducted a persuasive client demo, securing approval to complete the task within two weeks for all five tables.
Successfully executed the migration, ensuring optimal table performance under the new identity limit.
Actively monitored database servers throughout the data transfer.
Delivered a final presentation to the client, enabling seamless integration of the updated tables into their application.
This accomplishment demonstrates my ability to solve complex database challenges and communicate effectively with stakeholders.

American Express

American Express (also known as Amex) is an American multinational financial services corporation that specializes in payment cards. It is one of the largest issuers of credit cards in the world, with over 133 million cards in force worldwide as of December 31, 2022. Amex also offers a variety of other financial products and services, including charge cards, prepaid cards, gift cards, travel services, and insurance.

Amex was founded in 1850 as an express mail company. It expanded into the financial services industry in 1865, when it began issuing money orders. Amex issued its first credit card in 1958.

Today, Amex is a global company with operations in over 160 countries. It is headquartered in New York City, but it has major offices around the world, including in London, Hong Kong, and Sydney.

Total Industry Experience 21 years

Technical Project Manager	Scalability Engineers Pvt Ltd	Jan 2019 - Oct 2023
Project Lead	VGuard Industries Limited	Sep 2013 & Jan 2019
Consultant	Qbar Technologies Pvt Ltd	Oct 2011 – Sep 2013
Manager Operations	Dell	Jan 2005	Aug 2011
Executive	Coca Cola India	July 2002 – Dec 2004

What are deliverables for which I help my clients?

Database Design: Design and architect SQL Server databases to meet the organization's needs, ensuring scalability, performance, and data integrity.

Performance Optimization: Monitor and optimize database performance, including query tuning, indexing, and resource allocation.

High Availability: Implement and maintain high availability solutions such as Always On Availability Groups, failover clustering, and replication.

Disaster Recovery: Develop and maintain disaster recovery strategies, including backup and recovery procedures to ensure data resilience.

Security: Implement and manage database security measures, user access controls, encryption, and compliance with data protection regulations.

Data Modelling: Create and maintain data models, schema design, and ETL processes to support business intelligence and reporting requirements.

Capacity Planning: Estimate future capacity needs and plan for scalability through hardware upgrades or cloud-based solutions.

Automation: Implement automation scripts and tools for routine database maintenance tasks and monitoring.

Database Replication: Assess and select appropriate database software, tools, and third-party solutions.

Cloud Adoption: Implement and maintain solutions form replication of database objects for reporting and analytical purposes.

Documentation: Maintain comprehensive documentation for databases, configurations, and architectural decisions.

Problem Resolution: Troubleshoot and resolve database issues promptly, minimizing downtime and disruptions.

Compliance: Ensure databases adhere to industry regulations and compliance standards, such as PCI, GDPR or HIPAA.

Monitoring and Alerting: Set up proactive monitoring systems to identify and address performance and security issues.

Reporting: Develop and manage reporting solutions, including SQL Server Reporting Services (SSRS) or Power BI.

Cost Management: Optimize database-related costs, including licensing, storage, and resources in cloud environments.

Training and Knowledge Sharing: Provide guidance and training to DBA and development teams to improve their database-related skills.

Change Management: Oversee database changes, including version upgrades and patching, while minimizing disruptions.

Client Relations: Liaise with client and gathering requirements to ensure timely delivery of given solution.