Pratyaksh Kulshrestha

Senior Lead - Database & Engineered Systems Service Delivery

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Profile Summary

Certified Senior Team Lead / Tech lead having 12+ years of experience as a Database/OS/Exadata DMA with prolific experience as a technical and functional leader. Proficient on ITIL practices, service Management and technical account management with exposure on handling customers at a global scale.

Employment History

Since Feb'22	**Senior Lead** - **Database Administration**, *Kyndryl India Pvt. Ltd, Noida, India.*.
Dec'21-Feb'22	**Senior Technical Account Manager**, *M/s Oracle India Pvt. Ltd, Gurgaon, India.*.
Aug'16-Dec'21	**Technical Operations Lead**, *Ameriprise Financial LLP, Gurgaon, India.*.
Mar'15-Aug'16	**Technical Services Specialist**, *IBM India Pvt. Ltd, Gurgaon, India.*
Oct'12-Mar'15	**Associate Analyst**, *M/s Oracle India Pvt. Ltd, Bangalore, India.*
Aug'11-Oct'12	**Associate Consultant**, *M/s Acropetal Technologies Pvt. Ltd, Bangalore India.*

Skill Set

Technology	Oracle(9i-12c) all releases, Oracle Exadata(V2-X9M), Oracle ZDLRA, RAC, ASM etc, PostgreSQL, Working Knowledge of AWS and OCI based database systems for oracle and MS-SQL server, AWS RDS, Aurora
Tools	Oracle Enterprise Manager(11g/12c/13c), IBM Service Manager, HPSM, ServiceNow, TSM, TWS, Commvault backup solutions, Working knowledge of Sciencelogic, AWS Console/Cloudwatch/Cloudformation
Operating Systems	Windows, Red-Hat Linux, HP Unix, Oracle Linux 5/7, Oracle Solaris

Certifications

○ ITIL V3 Foundation Certified (# 5944655.20639039)

○ Oracle Autonomous Database Cloud 2023 Certified Professional

○ Oracle Cloud Data Management 2023 Certified Foundations Associate

○ Oracle Cloud Infrastructure 2022 Certified Foundations Associate

○ Oracle Cloud Database Migration and Integration 2021 Certified Specialist

○ Oracle Cloud Infrastructure 2020 Certified Architect Associate

○ AWS certified Solutions Architect – Associate

○ Microsoft Certified Azure Fundamentals

Technical Expertise

○ 12+ years of experience in multiple Oracle database technologies including Exadata/ODA DBA/DMA production support, Oracle Zero Data Loss Recovery Appliance administration etc.

○ Trained in Oracle Technologies from M/s Oracle University (Oracle database technologies 11g R1/R2, Oracle Exadata, Oracle E-Business Suite and other Oracle tools and utilities) at M/s Oracle India Pvt Ltd.

○ Well-versed with installation of new Oracle databases, Exadata systems, Oracle Enterprise Manager installation.

○ Patching and upgrading Oracle databases and grid infrastructure with standalone/RAC setup on production and non-prod environments.

○ Expert level proficiency with user administration, schema management, quota management and capacity management.

○ Exposure to RAC/Non RAC environments with Oracle & handling Database Backups, administering and maintaining backups on Oracle ZDLRA and IBM TSM, Commvault backup solutions etc.

○ Analysis of SQL queries and tuning of Databases based on application performance and requirements.

○ Expert administration skills related to Exadata infrastructure with hands-on experience on database server / storage server patching and upgrades, Firmware upgrades, IB switch upgrades, Storage server BIOS setup and firmware

updates, network administration tasks, addition of new storage servers to an existing rack, expansion of Exadata machines, monitoring of storage subsystems etc.

- Expert level proficiency on Oracle Enterprise Manager administration, Oracle Managed Server handling, installation/upgrade/patching of OMS environment including repository databases etc.
- Proficient with handling Oracle ZDLRA machine, creating backup policies, patching, upgrades, Oracle Secure Backup administration etc.
- Creating Weekly and Monthly analysis reports for the Database Growth and Performance Statistics.
- Implemented Best Practices for Maintenance, Monitoring, Backup/Recovery, Growth Management etc. scenarios for production environment.
- 24/7 On Call Support and experienced in supporting multiple databases running 24/7 mission-critical applications with round the clock support.
- Excellent experience in performance monitoring and tuning through monitoring tools for Oracle databases, Exadata machines, Oracle Database Appliances etc.

Accolades

- Awarded as the "Top Performer for the quarter Q2 FY15" while serving Oracle India.
- Multiple performance awards for contribution towards process improvements and vendor management while leading the team at Kyndryl India.
- Imparted training on Oracle Exadata to multiple teams at IBM, Ameriprise Financial and Kyndryl.
- Recognized for the outstanding contribution towards the streamlining of Oracle/Exadata environment at Kyndryl.
- Awarded Platinum award at Ameriprise Financial for saving considerable man-hours and resource expenditure by taking over the database L1 support in house from IBM.

Current Job Description

Working as **Senior Team Lead - Oracle Database and Engineered Systems Support** for Australian Government Transport account in a 24*7 support structure, handling database and application service support as a part of Kyndryl Solutions Pvt. Ltd. Primary goal is to support the applications during business and non-business hours and working on various issues, along with leading the team to work towards a common goal to keeping the lights on. Responsibilities include technical/process hands-on assistance with various BAU issues, ITIL practices, service management and providing top-tier support for Engineered Systems and documenting the best practices to be used organization wide.

Project Undertaken

	Project and Timeline	Role	Techniques
Kyndryl India Pvt Ltd, Noida, India	Transport for New South Wales, Since Feb'22	Oracle/Exadata Senior Team Lead - Production Support	Oracle (11g/12c/19c), Oracle Exadata (X3/X5/X6/X8/X9), Oracle Enterprise Manager(13c)
	Project and Timeline	Role	Techniques
M/s Oracle India Pvt Ltd, Gurgaon, India	Punjab National Bank, Dec'21-Feb'22	Senior Technical Account Manager - Oracle ACS	Oracle (11g/12c/19c), Oracle Exadata, Oracle Enterprise Manager(11g/12c)
	Project and Timeline	Role	Techniques
Ameriprise Financial Pvt. Ltd., Gurgaon, India	Ameriprise Financial LLP, Aug'16-Dec'21	Tech Lead - Operations - Production/QA/Dev Support	SQL Server(2008 to 2016), Oracle (11g/12c), Oracle Exadata, Oracle Enterprise Manager(11g/12c), Spotlight for SQL Server, Oracle ZFS, Commvault Backup Solutions
	Project and Timeline	Role	Techniques
M/s IBM India Pvt Ltd, Bangalore, India	National Australia Bank (NAB),Mar'15– Aug'16	Oracle Database Administrator	Oracle ZFS, SQL Server(2008 to 2016), Oracle (11g/12c), Oracle Enterprise Manager(11g/12c), Spotlight for SQL Server
	Project and Timeline	Role	Techniques
M/s Oracle India Pvt Ltd, Bangalore, India	Proctor And Gamble, Aug'11–Mar'15	Oracle Exadata System and Database Administrator	Oracle Exadata (V2-X8), Oracle (11g/12c), Oracle Enterprise Manager(11g/12c)

Education

MBA	**Strategy and Leadership**, *Liverpool Business School, United Kingdom*, Executive, 2020-2022. Merit
B.Tech	**Information Technology**, *Rajasthan Technical University*, Jaipur, Rajasthan, 2011. 77%
Class XII	**CBSE**, *St. Francis Inter College*, Hathras, U.P, 2007. 77%
Class X	**CBSE**, *St. Francis Inter College*, Hathras, U.P, 2005. 85%

Personal Details

Date of birth	23rd June 1989
Passport	V4426025
Languages known	English, Hindi
Marital Status	Married