## Meher Krishna G

### 🕿+91-9986335564

**🖂g.meherkrishna@tcs.com**

**Professional Summary**

* Having 16.10 years of experience in IT industry with core strengths in Oracle DBA, APPS DBA , ITIL Service Management, SQL Server DBA and Production Release Support.

**Professional Experience**

* Working as an ITIL Service Management Engineer in Tata Consultancy Services from November 2015 – Till Date.
* Worked as an Oracle APPS DBA and Oracle (P3-P6) DBA Lead in Wipro from October 2010 – 2015 October
* Worked as an Oracle Apps DBA and SQL Server DBA in Trianz Consulting Service Ltd from August 2005 – September 2010.

**Areas of Strength:**

|  |  |
| --- | --- |
| * Oracle DBA | * Incident Management |
| * SQL Server DBA | * ​Problem Management |
| * Azure Administration | * Change management |
| * Azure Security | * Power BI Data Analyst |
| * Scrum Ceremonies | * ServiceNow Administration |

Aspiration –

* I have been looking for onsite since 2 years. I also want to work on Azure and has hands-on Azure administration.

**Certification & Accolades**

* Azure Fundamentals - External
* Oracle Database 9i&10g Certified Professional- External
* Oracle Application Server 10g certified Associate- External
* ITIL V4 Foundational certification (Internal to TCS)
* Certificate of Appreciation from Cisco Systems. Cisco BU Q2-Q3: Vibrant Heart People Champ Award in the year 2014 and 2015
* Undergone training in Azure Administration from Intellipaat

**Professional Experience**

**Organization : Tata Consultancy Services Ltd.**

**Client : Santander, Mexico**

**Project : Obsolescence Oracle Technical Migration**

**Role : ITIL Service Management**

**Technologies & Tools : ServiceNow, Obsolescence DB tool**

**Responsibilities**

* Creating change requests and service requests in service-now for installation and upgrades
* Coordinating with TPM and Change management team for scheduling the change.
* Justifying observations made by change management engineer
* Remediated Assets Metrics updation in excel sheet.
* Obsolescence DB tool update for remediated assets
* Scheduling reports and generating reports in Service now

**Organization : Tata Consultancy Services Ltd.**

**Project : Oracle Data Center Migration**

**Client : Fidelity National Information Services Inc**

**Role : Oracle Data Migration DBA**

**Technologies : Windows, Oracle.**

**Responsibilities**

* Migration of data from PHX1 data center to PHX2 data center using oracle utilities.
* Exports & imports of the data objects, and moving the data across databases that reside on different hardware platforms on different Oracle version
* Grant system, role and object privileges on DataMart application specific oracle schema objects.
* Oracle Wallet creation to manage database credentials and enable security by shielding the password credentials in configuration files.
* Compilation of invalid database objects using toad and UTL\_Recomp package.
* Gathering optimizer statistics for database schema objects using DBMS\_Stats.

**Organization : Tata Consultancy Services Ltd, Bengaluru**

**Project** : **Release Environment Services at Cisco Systems**

**Role : ITIL Service Management**

**Technologies : Incident Management & Problem Management with technical infra teams**

**Responsibilities**

* Release Environment Services includes working with IT infrastructure teams and stakeholders through incident management and problem management and also working with them in all monthly, quarterly and daily releases for Cisco IT Business Operations (ITBO) Organization
* Primary contact for all Infrastructure Services from ERMO Environment services team.
* Engaged different Infra support teams on critical issues and drove them to closure.
* Reviewed Problem Management reports and RCA/LTF provided for completeness.
* Escalated high impact issues and scheduled working sessions to expedite resolution.
* Change management tasks such as creating change requests, accepting change requests and understanding their impact and following up of the same for approvals.
* Responsible for handling end-to-end training for all new associates who joins the team.
* Metrics data for Ops Review to be presented to the client.

**Organization : Wipro (India) Ltd.**

**Project : Cisco Managed Services**

**Client : Cisco Systems, India.**

**Technologies : Oracle Apps DBA**

**Role : DBA & P3-P6 DBA Lead**

**Responsibilities**

* Cloning such as Cloning using RMAN, RAC to RAC Cloning, ERP Cloning, Database only cloning, Database cloning with Data Guard Broker configuration.
* Responsible for Incident report and analysis for all critical issues.
* Incident support for P3/P4: Oracle Application and Database related tasks Creating Problem records for re-occurring Incidents and assigning it to relevant teams for RCA.
* Production Alert Monitoring: File system alerts, Tablespace alerts, Wait events, ORA errors, Fixing Backup Failures etc.
* Non-Production Alert Monitoring: File system alerts, Tablespace alerts, Wait events etc
* Troubleshooting P3-P6 incident issues

**Team Lead Responsibiities:**

* As a Case Lead, Training the freshers for the DBA related tasks and making them work in the Case support.
* As a case lead, I am involved into Proactive problem management and my responsibilities are as below:
* Identifying issues using the Trend analysis technique.
* Proactive monitoring of incidents to identify future possible failures.
* Involved in development of self-service tools for end users to reduce Service request.
* Performed Road Shows to create the awareness of self-service tools to the users.

**Organization : Trianz Consulting Ltd.**

**Project : EBiz Production Support**

**Client : Trianz Itself, India.**

**Technologies : Oracle Apps DBA & SQL Server DBA**

**Role : DBA**

**Responsibilities**

* Installation of SQL Server and creating database.
* Backup and Restore of SQL Server database and creating test instances.
* SQL server Database Mail Configuration and SQL trace.
* Creating read only users and setting access privileges.
* Created oracle database views for the integration.
* Installation of Oracle Business Accelerators 12
* Cleared the prerequisite Installation exam for Oracle Business Accelerators 12.
* Performing patch impact analysis and Applying patches using adpatch utility.
* Cloning Oracle Application instances using Rapid Clone.
* Troubleshooting Oracle Applications Desktop Integrator issues.
* Administering Concurrent Manager and Concurrent Requests.
* Complete backup of oracle applications.
* Upgrading oracle database from 10.2.0.3 to 10.2.0.4
* Configuration of Oracle applications 11i standby database.
* Upgrading oracle applications from R11.5.10.2 to R12.1.1

**Organization : Trianz Consulting Ltd.**

**Project : Oracle applications Patching**

**Client : Silicon Image**

**Technologies : Oracle Apps DBA**

**Role : DBA**

**Responsibilities**

* Pre-Patch Analysis.
* Applying latest releases of the patches from Oracle to the instances to resolve few application issues.
* Applying latest releases of the RDBMS patches using Opatch utility from Oracle production and test instance to resolve few technical challenges & issues

**Education Qualification**

* Master of Computer Applications (MCA) 2001 -2004