Preethi Susan Isaac

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Transformational Leader and Oracle 11g Certified DBA Professional offering **nearly 21 years** of multi-cultural experience in **administering complex IT projects, service delivery**, **steering processes transformation** and leading voluminous teams across **Retail, Health Care, Banking and Trading domains**

Executive Profile

- **Contributed to the business, technology vision and direction** by influencing strategies and monitoring execution of major technology initiatives; skilled in mapping business processes, **devising reengineering plan, steering transformation of organizational practices** with focus on leveraging IT as a strategic tool
- **Leveraged skills in managing a large and diversified team of 200+ professionals** and guided them in following the Agile process for the development projects and ITIL methodology for Maintenance projects
- Gained overseas exposure by travelling to **Orlando, Chicago, and Columbus** for knowledge transition as a Transition Manager
- Highly skilled in maintaining **highest standards of quality & customer satisfaction,** growing business footprint and acting as a reliable partner for top management
- Performed **Service Delivery functions** such as Incident Management, Problem Management, Configuration Management, Change Management, Release Management, Risk Management, Escalation Management etc.
- Experienced in ensuring **100% compliance to processes** and guidelines and expertise in managing problems related to the services offered
- **Excellent communication, analytical, planning and logical skills** with distinguished capabilities in coordinating with cross-functional and geographically distributed teams that evolve solutions collaboratively

Key Impact Areas

Project/ Program Management	Process Improvement / Optimization
Service Strategy, Design & Transition	Team Building & Development
Service Delivery Management	Operational Excellence
Change/ Incident Management	Client Relationship Management
Database Administration	Disaster Recovery Plans

Certifications

- 2018: **Digital Marketing** from Signitive Consultancy
- 2010: **Oracle 11g Certified Professional** from Oracle University
- 2006: **Oracle 10g Certified Professional** from Oracle University

IT Skills

- Possess knowledge of:
  - Digital Marketing, Affiliated Marketing, SEO, Email Marketing, Social Media Marketing, Content Marketing
  - **Data Science** including data acquisition, data preparation, data mining, data modeling & model maintenance with Python (on Jupyter notebook) & R
  - **Various libraries** like Pandas, Scipy, Numpy, Matplotlib & Scikit Learn
  - **Time-series analysis, Cluster analysis, Regression analysis** and so on
  - **Machine Learning, Deep Learning library Tensor flow**
- Oracle, Exadata, MS SQL Server, Sybase, MongoDB Administration & UNIX Bash Shell Scripting

Soft Skills

Key Skills

- Communicator
- Motivator
- Analytical
- Decision-making

Growth Path (Recent 4)

Altosys Technologies, Chennai	United Systems, Oman	Satyam Computer Services Ltd., Chennai	Cognizant Technology Solutions, Chennai
2003-2004	2004-2005	2005-2006	2006-2016

Professional Experience

Nov'06 to Sep'16: Cognizant Technology Solutions, Chennai
Growth Path:
Nov'06 to May'11: Senior Associate
May'11 to Sep'16: Project Manager

Key Result Areas:
- Developed & **implemented technology-based solutions** for enhancing functional efficiency and achieved business excellence and managed risks and planned for contingencies to ensure minimal effect on deliverables
- Ensured **delivery & implementation of the project as per scheduled deadlines**; planned and coordinated post-implementation and maintenance support; led team members, allocated resources and guided them during the project, till final delivery
- **Supported deliverables such as KT, work order, incident-change-problem tickets,** SLA metrics, continuous improvement plan, change implementation plan and so on
- Managed **end-to-end project management activities** inclusive of planning, effort, design, scope, estimation, resource coordination and delivery as per specified timeframes
- **Identified skill requirements & skill gaps** within current resources, defined training requirements for team and delivered training in line with these gaps
- **Delivered database projects** in support of business initiatives, platform improvements and enhancements for continuous operations
- Streamlined the **delivery processes in compliance** with business functions to support global IT delivery standards; managed delivery frameworks and new technology implementation projects for streamlining related activities as per quality benchmarks
- **Framed architectural decisions**, provided leadership & direction in the areas of technology and product development to facilitate & enable growth and business agility
- **Worked with the Head of Delivery** in bridging the gap between architecture and delivery to ensure value-driven product development of high quality solutions employing Agile Development techniques
- **Understood & coordinated client's needs / enhancements**, customized product accordingly and consulted with technical team to provide solutions as per the delivery schedules

Previous Experience

Mar'05 to Nov'06: Satyam Computer Services Ltd., Chennai as Consultant 1 (DBA)

Dec'04 to Mar'05: United Systems, Oman as Database Designer

Dec'03 to Nov'04: Altosys Technologies, Chennai as PL/SQL Developer

May'02 to Nov'03: United Systems, Oman as Software Developer

Sep'01 to May'02: ASA Software , Chennai as Quality Engineer, Team Leader

Mar'01 to Sep'01: Apollo Hospital, Chennai as DBA

Mar'96 to Feb'01: Pragati Computer, Kerala as Programmer

Education & Credentials

- 1995: **B.Tech. in Computer Science** from Mangalore University

Personal Details

Date of Birth: 8th October 1971
Languages Known: English, Malayalam, Tamil
Passport No.: N1401634; **valid till:** 25th July 2025
Permanent Address: New 23, Old 12/2, Millers Road, Kilpauk, Chennai -600010
Target Location: Chennai

Projects Undertaken

At Cognizant Technology Solutions

Client: Discover Financial Services Ltd./ **Duration:** Jun'15 to Oct'16
Project Abstract: Discover is a major US Financial institution under cards & payments, where Cognizant IT IS has been managed the complete DBA production support and project works
Responsibilities

- Directed the discover DBA team of over 200 professionals from project setup, DD, KT phase, pilot phase, guided phase till steady state as Project Manager
- Travelled to Chicago in business visa for Knowledge Transition for DBA tower
- Prepared Due Diligence Documents, Knowledge Transition Plans, Steering committee Reports, Weekly /Monthly Delivery Reports/PMR across all the phases
- Guided a team that focus on production support for database technologies like Oracle, Exadata, DB2 , MySQL and MS SQL Server with focus on incident, service request and change management
- Managed BCP initiatives and proposed CSIs, innovations, industrial best practices for Discover Oracle/Exadata environment for customer benefits
- Prepared financial data for the project, manage revenue recognition and impact of CPs

Client: Capital One Europe/ **Duration:** Sep'14 to Jun'15
Project Abstract: Capital One Europe is a major British Financial institution under cards & payments, where Cognizant IT IS has managed the complete Infrastructure production support and project works
Responsibilities:

- Acted as Tower Manager and Supervised Capital One UK team of 120 professionals from project setup, DD, KT phase, pilot phase, guided phase till steady state
- Managed the running of ITIL compliant operation and enforced security and compliance requirements of Cognizant and customer
- Provided end-to-end support to customer visits, ODC setups, ESA invoicing for the projects
- Active member of BCP initiatives team and ensured infrastructure compliance against Capital One Audit requirement

Client: Lloyds Banking Group/ **Duration:** Jul'13 to Sep'14
Project Abstract: Lloyds Banking Group plc is a major British financial institution, where Cognizant IT IS has managed various areas like environmental delivery management, environment operation , deployment management and service delivery
Responsibilities:

- Headed Lloyds Banking Group IT IS Chennai team of 96 as the Manager In-charge
- Initiated customer discussions and gathered new requirements, system analysis and preparation of proposals and transition plans; successfully facilitated 10 client visits
- Built & supported BCP initiatives and ensure infrastructure compliance against Lloyds baseline and Audit requirements
- Implemented Operation Maturity Framework in various projects

Client: WellPoint Inc., Cigna Inc, UHG Accounts in Health Care / **Duration:** Feb'12 to Jul'13
Responsibilities:

- Acted as Database Manager and supervised a team of 40 Oracle DBAs
- Monitored modeling and designing of databases
- Drove L1, L2, L3 teams to meet their SLAs of the production and build activities like DB Maintenance, DB Refresh, DB Listener Startup/ Shutdown, Backup Management, DB Parameter Change, DB Upgrade, DB Creation, TNS Updates, DB Configuration, DB Install, DB Decommission, DB Recommendations, Server Patching, DB failover, DB Restore
- Maintained database performance by troubleshooting problems like connections issues, access issues, script failures, job failures, archiver errors ,performance issue, compilation issues, application errors, backup failures, memory issues
- Managed production calls, email requests, alert monitoring, knowledge management articles and tracked currency of the documents for effective utilization

Client: Astrazeneca Ltd./ **Duration:** Mar'11 to Oct'12/ **Technology used:** Oracle 9i ,10g,11i,12c/Unix, Windows/SQL Server
Project Abstract: Astrazeneca Middleware Build Services project builds middleware components like Oracle, SQL Server, Citrix, Weblogic, IIS, Dot Net for Astrazeneca UK/US/Sweden/China regions.
Responsibilities:

- Acted as Project Manager and Headed Astrazeneca Middleware Build Services team of 36 professionals
- Tailored the team for building and deploying the Middleware components under various towers led by Team Leads & Tech Leads
- Prepared 300+ "Statement Of Work" and cost estimates for the proposed solutions for the customer
- Acted as In-charge of the ESA project management, invoicing and forecasting
- Kept future plan focused for the next one year across Middleware towers; developed recurring approach for execution

Client: Amgen Inc./ **Duration:** Jan'09 to Mar'11/ **Technology used:** TMS 4.5.2/Oracle Clinical 4.5.1/Oracle 9i/Unix/ Forms & Reports
Project Abstract: Offshore Shared Service Support for the Clinical Data Management (CDM) System of Amgen. Amgen uses a set of software to manage the clinical data which includes Oracle Clinical, RAVE, ACRT, iReview, eTrack , GMAT, DMP and also supported by the team from UK, US as well as Japan. Amgen adheres to CFR21 standard.
Responsibilities:

- Monitored batch validation, OC sessions, licensed users, SAS view transfer to reporting instance, rollsnap table creation, application server sessions, and oracle clinical L2 & L3 tickets
- Troubleshoot OC /iReview/jReview/PSUB/Report Server issues

- Upgraded WhoDrug & MedDRA Dictionaries and executed smoke tests
- Refreshed supported instances from production
- Maintained scheduled jobs, automated scripts, users, studies, patient discrepancies, projects ,trusted OC users
- Prepared reports for applications like OC /TMS, RAVE, DMP, GMAT , eTrack
- Created & Loaded New Web Drug Dictionary (SafetyDB Upgrade)

Client: Wyndham Vacation Ownership / **Duration:** Mar'08 to Dec'08/ **Technology used:** Oracle 8i/9i/10g , Database Console & 10g Grid, TOAD 8.5.3.2, RMAN
Project Abstract: Offshore DBA support for Wyndham Vacation Ownership. Supported more than 225 SQL Servers and 40 Oracle Servers which belong to Wyndham of various applications which include Production, UACC, Integration and Development Databases and distributed across geography.
Responsibilities:
- Travelled to Orlando in business visa for knowledge transition of Oracle and SQL Server
- Set Metrics thresholds and policies in grid console
- Promoted DDL/DML changes to the database, generated Metadata Scripts
- Managed:
  - Database cloning using RMAN scripts
  - Database upgrade and migrations from different version to 10g
  - Database Migration from 9i to 10g (language /territory customization, character set & linguistic sort), diagnosis using character set scanner
- Maintained Real Application Cluster environment, Automatic Storage Management environment, Logical Standby environment

Client: IMS America / **Duration:** Nov'06 to Dec'07/ **Technology used:** SQL Server 2000/ 2005 , Erwin 4.1.4, Reporting services
Project Abstract: Offshore DBA support to IMS America. Supported more than 150 SQL Servers those belong to IMS US & Latin America of various applications which include production, UACC, integration and development databases.
Responsibilities:
- Created reports for space monitoring using reporting services
- Promoted DDL/DML changes to the database, Generated Metadata Scripts
- Automated DBA activities and database tuning
- Upgraded from SQL Server 7 / 2000 to SQL Server 2005 and migrated the databases and all related objects

At Satyam Computer Services Limited
Client: CITCO / **Duration:** May'05 to Nov'06/ **Technology used:** Oracle 9i /10g, Erwin 4.1.4,SQL *Loader, TOAD 8.5.3.2
Project Abstract: CITCO is a European Client who deals banking & custody services around the globe. Phase I involved collecting present and future requirements of the group along with the gap analysis. Phase II involves development & deployment of their Next Generation System ,with modules like set up of companies, assets, accounts, tax treaties, trading and settlements, certificates, corporate actions, transfers, tracing, treasury, task distributions, user management and reporting
Responsibilities:
- Managed Tablespaces, Data Files, Schema Objects, Partitioned Tables & Indexes, Tables, Views, Indexes, Sequences, Synonyms, Clusters
- Established security policies, managed users & resources, user privileges & roles
- Used Change Data Capture for Data Warehousing, Oracle Streams for replication
- Monitored & resolved lock conflicts and manages deadlocks
- Implemented materialized views, materialized view logs and monitoring materialized view refresh

At Altosys Technologies Ltd.
Client: TVS / **Duration:** Dec'03 to Nov'04/ **Technology used:** Oracle 10g , ER/Studio, TOAD, SQL*Loader

At United Systems , Oman
Client: Ministry of Interior / **Duration:** Dec'04 to Mar'05/ **Technology used:** Oracle 10g
Client: Ministry of Defense / **Duration:** May'03 to Nov'03/ **Technology used:** Oracle 9 , D2K Forms6i & Reports6i

At ASA Software
Client: Matha Clinic / **Duration:** Sep'01 to May'02/ **Technology used:** Oracle 8 , Visual Basic 5, Power Builder 6

At Apollo Hospital
Client: Apollo Hospital / **Duration:** Mar'01 to Sep'01/ **Technology used:** SQL Server 2000

At Pragati Computers
Client: Ebby Furniture / **Duration:** Nov'00 to Feb'01/ **Technology used:** Oracle 7 , Power Builder 4
Client: Choice Pharmacy / **Duration:** Sep'99 to Oct'00/ **Technology used:** Oracle 7 , Power Builder 4
Client: Kangazha Hospital / **Duration:** Jan'98 to Aug'99/ **Technology used:** Oracle 7 , Forms4.5 , Reports 2.5
Client: Muthoot Banks / **Duration:** Sep'96 to Dec'97/ **Technology used:** Oracle 7 , Visual Basic
Client: Kadavil Supermarket/ **Duration:** Mar'96 to Aug'96/ **Technology used:** Sybase SQL , Power Builder 4