### DHARMESH

EXPERIENCE SUMMARY

* Oracle Certified Database Administrator having over 22+ years of total IT experience which includes around 14 years as an Oracle DBA on production, QA and development databases
* Part of large DBA support environment who supports 13K+ databases. Leading a team of 27 DBAs who supports more than 3000 databases that includes Oracle, MongoDB, Sybase and Informix etc.
* Handling customer escalation, attending RCA and Project meetings
* Ensure to close incidents within agreed SLAs
* Keep security compliance and database patching compliance with in SLA
* Mentoring new team members and ensure their readiness to start work
* Worked with automation team in automating database support processe
* Preparing shift roster and aligning resources for project work and BAU support
* Willingness to learn other technologies to meet organization initiates of reducing cost of licensed software
* Supporting database migration to Azure cloud.
* Installation, configuration and patching of Oracle database Software on various platforms like Linux, AIX, HP-UX, Windows, Solaris. Database versions include Oracle 9i , 10g , 11g, 12c and 19c
* Oracle RAC installation and administration
* Upgradation and Migration of Database to Higher Versions
* Testing backup and recovery procedures for Complete and Incomplete recovery using RMAN backups, user managed consistent and inconsistent backup, logical backups (Export and datapump).
* Transportable tablespaces and cross platform transportable tablespaces
* Creation and management of Disaster Recovery Site for the Production Site using Oracle Data guard
* Monitoring and tuning database performance using AWR, Tracing, TKPROF, SQL Profile, ADDM report and SQL tuning report
* Installation, configuration and trouble shooting of Oracle Golden Gate.
* Experience in physical and logical database design using Visioand ERWin tool
* Detailed design document preparation, Test cases preparation, Coding and Verification
* Exposure to entire software development life cycle
* Project status report to ADM and program managers
* Attended external and internal project audits
* Good understanding of ITIL Processes
* Completed TOGAF 9 certification.
* Conducted technical training with in organization

ACADEMICS

Master in Computer Application from Gujarat University, Ahmedabad, India. – Year 1999

Bachelor of Science (Physics) form Gujarat University, Ahmedabad, India. - Year 1995

TECHNICAL SUMMARY

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| --- | --- |
| SKILLS | TOOLS |
| RDBMS/DATABASE(S) | Oracle 9i, Oracle 10g/11g/12c/19c |
| OPERATING SYSTEMS | Linux, Sun Solaris Sparc 5.9, 5.10, Windows 2000, HPUX |
| Cloud Technologeis | Microsoft Azure |
| DESIGNING TOOL | ER-Win, Visio |
| PROGRAMMING LANGUAGE | SQL, PL/SQL, Shell Scripting, Visual Basic 6.0, COBOL, C, C++, Active Server Pages 2.0 |
| TOOLS | TOAD, ER Win 4.0, VISIO, Microsoft Visual SourceSafe 6.0, BMC Remedy for CRs |

WORK HISTORY

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| **Duration** | **Organization** | **Designation** |
| January – 2022 – Till date | Tech Mahindra Americas, Inc (at St. Louis) | Lead Database Administrator |
| July 2015 till January - 2022 | Tech Mahindra Ltd. | DBA Manager |
| July – 2010 to July - 2015 | Mphasis Ltd. | Senior Principal Infrastructure Engineer |
| April – 2004 to May - 2010 | Tech Mahindra Ltd. | Senior DBA |
| Dec – 2000 to March -2004 | Contech Software Ltd. | Senior Software Engineer |
| June – 2000 to Dec – 2000 | Top Media Entertainment Ltd. | Web Programmer |
| Dec – 1999 to June – 2000 | Parekh Platinum Ltd. | System Officer |

WORK EXPERIENCE

Tech Mahindra Americas Inc, St. Louis, US

1. AT&T (Jan - 2022 – Till Date)

Role: Lead DBA, AT&T is world’s largest telecommunication company. We support 20K+ Production, test and development databases.

As a Lead DBA I perform following activities;

* Part of a DBA team who supports AT&T databases 24\*7.
* Handling database outages and providing RCA for the resolved incidents.
* Interact with stakeholders to understand technical requirements pertaining to new database creation and migration.
* Attending meetings with applications teams to discuss on-going issues, planned activities and escalations.
* Oracle RAC/non-RAC software Installation, database creation using silent installation and administering databases.
* Migrating RAC and non-RAC databases (ranging from 1TB to 75TB) from existing datacenter to new datacenter.
* Migrating non-RAC environment to RAC environment and provide end to end solution.
* Migration of Non ASM Databases to ASM and Managing ASM operation like creating disk groups, adding /removing disks and storage management.
* Good experience on implementing and troubleshooting adding/deleting RAC nodes.
* Upgrading oracle RAC databases from 11g to 12c/19c.
* Quarterly patching on Grid Infrastructure and RDBMS homes.
* Standby database creation, implementation of Dataguard Broker with Fast Start Failover.
* Participation during DR, both failover and switchover using DGMGRL. Resolving issues related to standby databases.
* Managing backups/recovery using RMAN.
* Refresh development/test databases from copies of production using RMAN and SRDF.
* Monitoring and tuning database performance using OEM, AWR, ADDM report, SQL tuning Advisor and SQL Profile.
* Experience in migrating on-prem databases to Azure cloud server.
* Experience in Oracle Goldengate installation, configuration and troubleshooting.
* Database user creation and implement security limiting database roles and privileges.
* OEM agent installation and database monitoring using OEM 13c
* Providing technical guidance to application teams, whenever required.
* Supporting restricted Oracle databases.
* Support during Application release.

Tech Mahindra Ltd., Pune, India

1. AT&T (Jul - 2015 – Jan 2022)

Role: Lead DBA, AT&T is world’s largest telecommunication company. We support 20K+ Production, test and development databases.

As a DBA team lead, I perform following activities;

* I am a part of a team who supports over 12k+Databases; I manage the team of 27 DBAs which includes Oracle, Sybase and Informix DBAs.
* Preparing shift roster for BAU support and aligning resources for project work.
* Handling client escalation and RCA meetings.
* Ensure closure of incidents within agreed SLAs.
* Keep security compliance and database patching compliance with in SLA.
* Transitioned DBA support for multiple applications from onshore to offshore.
* Providing 24\*7 rotational DBA support in Onsite Offshore model.
* Worked with automation team in automating database patching, support during OS patching, automatic addition of space in tablespaces etc.
* Participated in Oracle RAC upgrade from 11.2.0.3 to 11.2.0.4.
* Upgraded standalone databases which had DR setup in place.
* Provide BAU support and monitor databases alerts (e.g RMAN Backups, standby lag, tablespace alert, file system alert, listener related issue. etc.).
* Work on new VPMO request; attend project kickoff meeting and other VPMO meetings, provide input from DBA side during VPMO design phase, reviewing database design blue print.
* Create new databases adhering engineering standard, setting up backup and alerts.
* Planning and applying PSU patch.
* Setting up DR site using physical standby database and support DR drill.
* Support OS patching.
* Recovered data from physical standby database and RMAN recovery techniques.
* Worked on database performance issues.
* Conducted technical training on RMAN. Mentoring new team members.
* Participate in recruitment process.

Mphasis an HP Company ;

1. Royal Bank of Scotland, Pune, India (July -2010 – Nov 2013 / Apr -2014 – July- 2015)

Role: DBA Team Lead

As a DBA team lead, I performed following activities;

* Leading team of 10 DBAs. Scheduling ROTA, Resource capacity evaluation against the current and future workload.
* Keeping track of various requests, incidents and the team performance against SLA’s.
* As a part of AOP process, estimate efforts for DBA requirements.
* Resolving Incidents/service calls using Ticketing Tool & maintaining SLA in resolving the tickets.
* Trouble shooting database issues & Co-coordinating with Oracle support if necessary
* As a part of project activities, create RAC databases on ASM, configuring RMAN backups, failover testing and create services adhering production ready standard.
* Monitored RMAN backups and handling database recovery using RMAN.
* Database cloning using ASM file copy techniques and RMAN duplicate functionality.
* Database refresh using RMAN and Schema refresh using expdp / impdp utility.
* Performance Tuning using AWR, Histograms, Partitioning, SQL Profiling, tracing and tkprof.
* Provided load test support on Load Test environment. Identifying problem areas in application and helping them to resolve that.
* Coordination with Change management team for implementing database changes.
* **Visited client location (Netherlands) during project transition.**

Environment: Oracle 9i, 10g RAC, ASM, Linux , AIX 5.3

1. Royal Bank of Scotland, United Kingdom (Dec 2013 – Mar 2014)

Role: DBA Team lead

As a DBA team lead, I performed the following activities;

* Led best-shore DBA team while working on database migration project.
* Migrated Oracle 10.2.0.4 databases from Oracle RAC to Veritas Cluster using datapump method.
* **Visited client location during 11-Dec-2013 to 4-Feb-2014** to work on migration and transferred knowledge to best-shore team.
* Performed database discovery on source side to plan the database migration strategy.
* Coordinating with Application maintenance/Development team to understand how applications are configured to connect with database, this details will be used to complete the post database migration tasks to ensure applications point to migrated database on new server
* Complete the post migration tasks i.e., updating tnsnames, ldaps, collating data by comparing source and target environment etc..

Environment: Oracle 10g RHEL, Clusterware 11g, ASM 11g, VCS

Tech Mahindra Ltd.;

1. IDEA Cellular- Promotion and Loyalty Management system (Oct 2009 – May 2010)

Role: Senior Database Administrator

(IPALM) is used to manage promotion lifecycle of Prepaid customers. It stores the usage & lifecycle history, for servicing billing queries through Siebel CRM.

As a DBA I am performing the following activities;

* Installation of clusterware
* Administering Oracle RAC databases running on AIX 5.3 and ASM.
* Database cloning using RMAN backup.
* Developed scripts for DB monitoring, maintenance and logical backup of database (using Data pump). PL/SQL script for partition management.
* Database and Application/SQL tuning.
* Monitoring of database server, alert log and trace files.

Environment: Oracle 10g RAC with GPFS , ASM, AIX 5.3, RMAN

1. British Telecom – (June 2006 – Sep 2009)

Role: Senior Database Administrator

FLOW System is an order fulfilment system used by British Telecom. Various telecom orders receive by multiple source systems are progressed and tracked with FLOW System. FLOW System has multiple components in it and those are FLOW Monitor, FLOW Manage, FLOW Execute and FLOW Tools etc.

As a DBA I have performed following activities;

* **Worked at BT Office in UK(Croydon), during Feb ’08 to June ‘09.**
* Administering over 80 database instances (running on oracle 8i, 9i and 10g) for various development, test and production environments.
* Oracle s/w installation/upgrades/patching. DB creation and environment setup. Installation of various DB components (like XDK, JVM).
* Installation of oracle 10g Application Server. Application deployment and troubleshooting.
* Creation and maintenance of Physical standby database.
* Database upgrade from 9.2.0.4 to 10.2.0.4
* Database backup / restoration and recovery using RMAN.
* Database cloning
* Development/modification of shell scripts / PLSQL for daily DB monitoring, maintenance and database backups.
* Capacity planning for database/tablespace. Monitoring of DB object growth.
* Monitoring and Tuning of DB performance using AWR.
* Database user/role/access management to maintain security.
* Maintenance and reorganization of database objects.
* SQL Tuning using EXPLAIN PLAN, SQL\_TRACE and TKPROF utility.
* Analyzing database performance and monitoring/interpreting alert log and trace files
* Planning for new environment set-up and migration of existing environments using export/import and expdp/impdp utilities.
* Doing maintenance job on production databases and handling issues of production environment.
* Communicating with various team like Net backup, storage team in case of any issues or new requirements.
* Liaising with Oracle Support for various database related issues.

Environment: Oracle 8i/9i/10g, UNIX Sun solaris, ORACLE Applicatin Server 10g

1. Field Reward System / DBA Pool (Apr 2004 – May 2006)

Role: Application Database Administrator

As a DBA I performed the following activities;

* Installation and configuration of oracle database server on HP UNIX and Windows platforms
* Creation and configuration of oracle 8i and 10g databases
* Troubleshooting & Maintenance of databases including Rebuilding indexes, Tablespace sizing, Renaming Datafiles, Analyzing schemas or Objects and managing rollback segments
* User creation/maintenance
* SQL Tuning using EXPLAIN PLAN, SQL\_TRACE and TKPROF utility.
* Refreshing and Upgrading database Schemas using export/import
* Development/modification of shell scripts

Environment: Oracle 8i/10g , HP UNIX, TOAD, Oracle Enterprise Manager (OEM)

Contech Software Ltd.;

1. Development of customized ERP package for Cement Industry. (February 20002 – March 2004)

Role: Module Lead

As a Module Leader was involved in the following;

* Co-ordinate Stores (Inventory) module and module team
* Participated in discussion with client
* Design Logical and Physical ERD using ERWin based on the requirements and functionality
* Developed class diagrams and cases using Rational Rose
* Module test cases preparation and module testing
* Developed stored procedures/triggers/functions using PL/SQL
* Integration of module with other modules and integration testing
* Involved in the implementation and maintenance of the production and development environment

Environment: Client Server and COM+ technologies, ER-Win, Oracle 9i, UNIX, Windows 2000, Visual Basic 6.0, Crystal Report 8.0, MS Visual Source Safe for version control

1. Financial management package for Telecom Financial Management Service provider (December 2000 – January 2002)

Role: Sr. Software Engineer

Top Media Entertainment Ltd.;

1. Developed knowledge-based portal (June 2000 – December 2000) / Web Programmer

Parekh Platinum Ltd.;

1. Developed Production Planning and control System (December 1999–June 2000) /App. Developer

WORKSHOPS/TRAINING PROGRAMS ATTENDED

Aug 2019 Azure 103 – Microsoft Azure Administrator

Aug 2016 The Open Group of Architecture Forum- attended online training on simplilearn portal

May 2012 ITIL Foundation, Akandum Technologies Pvt. Ltd, Pune

May 2006 Oracle 9i Database Performance Tuning from SQL Star International, Pune.

Dec 2003 Oracle 9i DBA from Wilshire Software Technologies, Hyderabad.

IT CERTIFICATIONS

AZ-103 Microsoft Azure Administrator Associate – Dec 2019

TOGAF 9 Certification – Dec 2016

ITIL Foundation V3 (2011 Edition)– May 2012

Oracle Certified Professional – Oracle 9i and Oracle 10g