

Rahil Shah

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PROFESSIONAL SUMMARY

Results-driven Oracle DBA Manager with extensive experience in automation, patching, and performance optimization. Proven record of reducing downtime, streamlining deployments, and leading cross-functional teams in enterprise environments. Skilled in Oracle 19c, WebLogic 12c, and automation scripting. Strong business acumen with a background in finance, ensuring IT solutions align with business goals and drive financial efficiency.

PROFESSIONAL EXPERIENCE

CMiC

DBA Manager

Mar 2025 – Present
Toronto, ON, CA

- Lead the evening DBA team, providing leadership and direction across support operations.
- Manage high-priority escalations during weekends and off-business hours.
- Drive full-scale automation initiatives for the DBA team, leading to significant time savings and operational improvements:
 - Reduced installation time by 78%, cutting down the previous duration of 3 hours per resource per environment.
 - Minimized client downtime for Oracle Security Patches from a full weekend to just 2 hours.
 - Oversee the automation architecture for internal DBA tools, tracking effectiveness via logs and metrics.
 - Coordinate deployments and upgrades with stakeholders and project teams
 - Conduct monthly client calls to address issues, propose improvements, and identify upselling opportunities.
 - Mentor and coach junior DBAs to align team knowledge and performance with organizational standards.

CMiC

Assistant DBA Team Lead

Sep 2024 – Mar 2025
Toronto, ON, CA

- Assisted in managing the DBA team's day-to-day responsibilities and technical escalations.
- Acted as the primary backup for the DBA Manager in operational and leadership functions.
- Supported process standardization and continuous improvement efforts across the team.
- Mentored junior DBAs and contributed to the creation of team documentation and internal training material.
- Collaborated with development and product teams to align database enhancements with release schedules.
- Helped gather and analyze KPIs to assess team performance and suggest improvements.
- Laid groundwork for automation frameworks, leading to broader rollout as DBA Manager.

CMiC

Database Analyst

Feb 2022 – Sep 2024
Toronto, ON, CA

- Deployed, developed, and maintained enterprise databases.
- Improved database standards to ensure SLAs were met.
- Researched technical problems, analyzed requirements, and designed processes to meet business needs.
- Estimate and document required work effort to develop, test and implement new technical processes/changes.
- Create technical documentation of implementation activities for management and other team members.
- Test and debug program units in conjunction with other units and/or systems and integrate with other program modules.
- Provides technical support and mentoring to other team members to foster professional development.

CMiC

DBA Coordinator

July 2021 – Jan 2022
Toronto, ON, CA

- Prioritized high-impact tickets and ensured deadlines were consistently met.
- Assigning and dispatching e-mails/tickets to individual database administrators.
- Monitored ongoing incidents and ensured timely status updates.
- Communicate with clients, especially on the patching plans and RCA for any incidents.
- Estimate and document required work effort to develop, test and implement new technical processes/changes.
- Analyze and process a high volume of tickets and emails.
- Participates in project and team meetings - interacting and collaborating with team members and other departments as appropriate.
- Developed an automation script that eliminated manual post-maintenance system checks

CRISIL – An S&P Global Company

Retainer

July 2018 - June 2019

Mumbai, MH, IN

- Worked on financial data collection, data gathering to provide counterparty information using financial statements, financial periodicals, reports and all debt issuance rated by S&P on the database.
- Analyze and carefully examine financial and investment information collected from S&P which includes profiles of companies, bonds, trades, and other investment data.
- Use a given set of tools and systems to analyze financial portfolio collected from S&P database.
- Extract required financial data set from input/source document related to assigned tasks into required output template applications and send it to S&P.
- Presented Monthly dashboard to onshore clients to understand capacity utilization.
- Project → i) Spearheaded a project to automate the sourcing and research of Rating Issuance files using Selenium in Python, resulting in a savings of 400 annual hours per resource
ii) Created a script on Python to read data from Excel/PDF and used the data for business needs.

AWARD AND RECOGNITION

Outstanding Contribution Nomination (2022, 2023, 2024, 2025)

Nominated for excellence in task management, DBA operations, leadership, and automation. Recognized for proactive communication and improving client satisfaction.

You Made A Difference (2019, 2018)

Received an award for building queries in Python and tutoring the entire team on VBA, helping them upskill.

Additionally, recognized for eliminating manual changes in the Process column in Excel by creating automation in the process

Spark Award (2019)

Received the award for creating a dynamic survey list using python programming which helped the team to roll out feedback.

EDUCATION

Business Analytics

Seneca College

September 2020 - April 2021

Toronto, CA

Professional Accounting Practice

Seneca College

September 2019 - August 2020

Toronto, CA

Bachelor of Accounting & Finance

University of Mumbai

July 2015 - May 2018

Mumbai, IN

CERTIFICATIONS & SKILLS

Oracle Database Administration I (1Z0-082)

[Oracle Database SQL Associate \(1Z0-071\)](#)

[Oracle Cloud Infrastructure 2024 Certified Foundations Associate](#)

[Oracle Cloud Infrastructure 2024 Generative AI Certified Professional](#)

[Oracle Cloud Infrastructure 2023 Multicloud Architect Certified Associate](#)

[Oracle Cloud Data Management 2023 Certified Foundations Associate](#)

[Oracle Machine Learning using Autonomous Database 2023 Certified Associate](#)

[Oracle Cloud Infrastructure 2023 Certified Foundations Associate](#)

Python for Data Science