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SUMMARY

Experienced MS SQL Server Database Administrator with over 12 years of expertise in database management, performance tuning, and troubleshooting. Proficient in SQL Server installation, configuration, backup and recovery. Adept at optimizing queries, automating tasks and ensuring database security and compliance. Experienced in high availability, disaster recovery and collaborating with cross-functional teams to deliver efficient database solutions.

SKILLS

- **Database Administration:** Proficient in managing and maintaining MS SQL Server databases, including installation, configuration, backup, and recovery.
- **Performance Tuning:** Skilled in identifying and resolving performance bottlenecks, optimizing queries, and improving overall database performance.
- **Troubleshooting:** Demonstrated ability to diagnose and resolve complex database issues promptly, minimizing downtime and ensuring smooth operations.
- **Security and Compliance:** Strong understanding of database security principles and experience implementing and enforcing security measures to protect sensitive data.
- **High Availability and Disaster Recovery:** Experienced in implementing and managing database replication, clustering, and backup strategies to ensure data availability and quick recovery in case of failures.
- **Automation and Scripting:** Proficient in scripting and automating routine database tasks, reducing manual effort and increasing operational efficiency.
- **Documentation and Reporting:** Detail-oriented with excellent documentation skills, creating comprehensive database documentation and generating insightful reports.

EXPERIENCE

MSSQL SERVER DATABASE ADMINISTRATOR

Sonali Life Insurance Co. Ltd.

68/B D.I.T. Road, Malibagh Chowdhury Para, Dhaka-1219, Bangladesh. / August 2023 – Present

- Install and configure Microsoft SQL Server software on servers, ensuring that it is set up correctly to meet the organization's requirements.
- Collaborate with application developers and data architects to design efficient and normalized database schemas that meet business needs.
- Assist in migrating data from one database or system to another, ensuring data integrity and minimal downtime.
- Implement and enforce database security policies, including user access control, permissions, and data encryption to protect sensitive data.
- Develop and maintain backup and recovery strategies to ensure data is protected against loss or corruption. Perform regular backups and test the recovery process.
- Monitor database performance using tools and techniques to identify and resolve performance bottlenecks. Optimize SQL queries and server configurations for better performance.
- Investigate and resolve database-related issues, including data corruption, connectivity problems, and performance degradation.
- Create and maintain automation scripts and jobs for routine database maintenance tasks and monitoring.
- Maintain comprehensive documentation of database configurations, procedures, and changes.
- Collaborate with other IT teams, including developers, network administrators, and system administrators, to ensure the overall health and performance of the IT infrastructure.
- Stay updated on the latest SQL Server technologies and share knowledge with team members. Provide training to users and developers on best practices for database interactions.
- Analyze and report on database usage trends and patterns to help make informed decisions regarding resource allocation and system improvements.

LEAD DATABASE ADMINISTRATOR

Bdjobs.com Ltd. / BDBL Building, 12, Kawran Bazar C/A Dhaka-1215, Bangladesh. / January 2021 – July 2023

- Successfully lead a team of MS SQL Server DBAs, providing guidance, mentorship, and support to ensure the efficient operation of the database environment. Assign tasks, set priorities, and monitor progress to achieve team objectives.
- Collaborate with cross-functional teams, such as software developers and system architects, to design and implement efficient and scalable database solutions. Develop database schemas, tables, views, and stored procedures to meet business requirements.
- Identify and resolve performance issues by analyzing query execution plans, optimizing indexes, and implementing performance tuning techniques. Monitor database performance metrics and proactively recommend improvements to enhance system efficiency.
- Implement and maintain high availability solutions such as database mirroring, log shipping, clustering, or Always On Availability Groups. Develop and test disaster recovery plans to ensure data integrity and minimize downtime in the event of system failures.
- Establish monitoring processes to proactively identify and address database issues, including disk space management, database backups, and regular maintenance tasks such as index rebuilding and statistics updating.
- Investigate and resolve complex database issues promptly, utilizing troubleshooting skills and in-depth knowledge of SQL Server internals. Perform root cause analysis and recommend preventive measures to avoid recurring problems.
- Monitor database growth patterns and plan for future capacity requirements. Evaluate hardware and software upgrades to support the scalability needs of the database environment.
- Communicate effectively with stakeholders, including developers, system administrators, and business users, to understand requirements, provide technical guidance, and ensure smooth integration between database systems and other applications.

SENIOR SOFTWARE ENGINEER (DBA)

Bdjobs.com Ltd. / BDBL Building, 12, Kawran Bazar C/A Dhaka-1215, Bangladesh. / August 2015 – December 2020

- Perform coding migration, database change management & data management through the various stages of the development life cycle
- Assist System Development Manager in developing queries, executing scripts, patches, reports, and monitoring
- Assist System Development Manager in development, setting up and managing automated backups
- Assist System Development Manager in Microsoft SQL Server management and database maintenance
- Assist System Development Manager in performance tuning and database optimization
- Identifying performance improvements to database procedures and data structures and working with Development teams to deliver code changes
- Provide accurate effort estimates of the work involved even when others will be performing the actual programming work
- Work with the development team to resolve bug-fixes and assist in relevant testing through various environments
- Conduct performance reviews and contribute to performance feedback for all levels of staff
- Monitor SQL server and database performance and proactively address potential performance issues
- Review, design, and develop data models in conjunction with application development teams
- Provide solutions for database issues including capacity, redundancy, replication, and performance
- Assist in developing strategic technical/architectural plans for the SQL database and web applications infrastructure

SOFTWARE ENGINEER

Bdjobs.com Ltd. / BDBL Building, 12, Kawran Bazar C/A Dhaka-1215, Bangladesh. / August 2012 – July 2015

- Used various ETL tools like SSIS/DTS for data flow from source files like XML, Excel, tables, and views to other databases or files with proper mapping.
- Developed complex stored procs which consumes and exports data in XL to support payroll/benefits data exchange.
- Designed and implemented data marts using dimensional modeling for clients KPI reporting requirements.
- Generated ad hoc reports and regular datasets or report information for end-users using system tools and database or data warehouse queries and scripts.
- Creating the database objects - schemas, tables, indexes, views, user defined functions, cursors, triggers, stored procedure, constraints, and roles.
- Writing the stored procedures and user defined scalar functions (UDFS) to be used in the SSIS packages and SQL scripts.
- Extensively utilizing the joins and sub-queries to streamline complex questions including different table.

DEPUTY SYSTEM ANALYST

University of Science & Technology Chittagong (USTC) / Chittagong, Bangladesh./ July 2009 – September 2011

- Networking devices and other infrastructure components
- Networking devices and other infrastructure components (to include Wireless technologies)
- Desktop PCs, Workstations and Laptops
- Desktop PC, Engineering Workstation, Laptop imaging and support
- Classified Operations and Desktop PC, Engineering Workstation, and Laptop Support
- Audio/visual systems, such as projectors and teleconferencing equipment
- Stationary communications devices, such as desktop and conferencing phones

ASSISTANT SYSTEM ANALYST

University of Science & Technology Chittagong (USTC) / Chittagong, Bangladesh./ June 2004 – June 2009

- Install and troubleshoot software and hardware for windows.
- Monitoring and perform tests and maintenance on servers and workstations.
- Resolve issues ranging from resolving registry conflicts to troubleshooting system crashes and performance issues.
- Set up computer equipment for pop up requests such as a mobile check in desk or laptops/printers for in-house groups.
- Upgrades - prepare for and perform various upgrades to current applications. Perform weekend upgrades to involve testing on various databases and servers to ensure the company will not have down time.
- Computers and printers - troubleshoot and repair equipment as needed, connecting remotely to devices in various locations. Use proxy to connect to various computers on the network. Provide 7x24x365 days of support on a rotating schedule with other team members.

CERTIFICATION

- **Microsoft Certified: Azure Database Administrator Associate** – May 2024 – Microsoft
Credential ID: 11231CB09780276A
- **SQL (Advanced)** – 15 September, 2020 – HackerRank – Credential ID: 8AADA206AC22.
<https://www.hackerrank.com/certificates/8aada206ac22>
- **SQL (Intermediate)** – 15 September, 2020 – HackerRank – Credential ID: AE4714B96F4D.
<https://www.hackerrank.com/certificates/ae4714b96f4d>
- **SQL (Basic)** – 15 September, 2020 – HackerRank – Credential ID: 05D0FCC31D5F.
<https://www.hackerrank.com/certificates/05d0fcc31d5f>

WORKSHOP/TRAINING

- **Machine Learning (workshop)**
Held on: 09 December to 11 December 2019 – Bangladesh High-Tech Park Authority
- **Big Data Analysis with Python Programming**
Held on: 02 October to 04 December 2018 - Bangladesh High-Tech Park Authority
- **IT Service Management (workshop)**
Held on: 18 May to 20 May 2014 – Bdjobs.com Limited

EDUCATION

- **Master of Business Administration (Marketing)** - 2008 - University of Science and Technology Chittagong (USTC) – Bangladesh.
- **Professional Diploma in Network Centered Computing (PNC)** – 2000 – National Institute of Information Technology (NIIT) – Bangladesh.
- **Bachelor of Arts (BA)** – 1999 – National University – Bangladesh.
- **Higher Secondary Certificate (HSC)** – 1994 – Government Bangla College – Bangladesh.
- **Secondary School Certificate (SSC)** – 1992 - Monipur High School – Bangladesh.