**Cover Letter:**

DBA Manager,

Here is my background.

* Local and remote support for 24x7x365 for prod/qa/dev environments for over 24+ years in the financial industry.
* 24+ Years of DBA experience as Sybase DBA,15 Years MS SQL Server DBA, 5 Years Oracle DBA
* Administered & configured all RDBMS’s database servers in both production and development as needed.
* Worked with both UNIX and AIX Operating systems.
* Executing, monitoring, debugging autosys jobs ensuring smooth daily operation of all environments
* Provided daily database maintenance for all environments (database consistency, updating statistics, backup and recovery)
* New server installs, upgrades of Sybase v 4.9 -> 15.7, MS SQ 2000, 2005, 2008, Oracle 8i, 9i,10g, 11, 12
* VCS Clustering, SRDF experience.
* Instrumental in leading the Project Management of all DBA change management requests for entire global database team members on a weekly basis. Ensure on weekends all changes were completed and checked out/signed off by all end users and developers. Rescheduled any changes where problems or time restrictions prohibited weekend/weekday implementation
* Coordinated and Project Managed Disaster Recovery testing for all database environments for DBA team globally on a monthly basis for different regions internationally.
* Worked for 27+ years in a fast-paced environment and able to respond well under pressure.
* Able to work independently as well in a group domestically as well as globally.
* Detail oriented, meticulous work ethic, dependable, dedicated and extremely reliable
* Years of experience writing technical documentation, DBA standards and procedures, documentation for internal/external team policies for the firm.
* Excellent interpersonal, verbal and written communication skills.
* Participated in over 1000+ machine/database servers Data Center Moves/Migrations domestically and globally.
* Third party products for monitoring/troubleshooting/release management/web portals,

- DB Artisan

- BMC Patrol

- Iwatch

- SQLbacktrack

- Sharepoint Administrator

- autosys

- REMEDY

- Control-M

- crontab

* Case management with vendor technical support experience.
* Support QA to develop practical testing strategies to streamline the delivery of functionality to production

I look forward to discussing your needs and further details of my experience with you in a personal interview.

Sincerely,

Robert C. Hendricks

**SUMMARY**

Twenty seven years of diverse work experience in Information Technology. Highly motivated, dependable, well organized senior database administrator with strong verbal, written communication skills, analytical and interpersonal skills.

**Technical Skills**

SYBASE DBA (20+ years), MS SQL DBA (13 years), Oracle DBA (5 years**)**

**DBMS**

Sybase DB server version 4.9 to 15.7, Sybase Replication IQ, MS SQL SQL2000, SQL2005, SQL2008, Oracle 8i, 9i,10g, 11, 12

**PROFESSIONAL EXPERIENCE**

**Allscripts,** Raleigh, North Carolina  **March 2014 - Present**

**Senior MS Sql Server Database Administrator**

* Troubleshoot and support Allscripts' Professional EHR Software.
* Support clients by remoting into their database server and running multiple SQL scripts in Microsoft SQL Studio 2005/2008 to fix many EHR issues.
* Troubleshoot Terminal Server application problems for both 2003 and 2008 Windows Server environments.
* Manage a personal queue of support tickets in Salesforce.com that are logged daily and offer superior support with each case.

**FedEx World Headquarters,** Collierville, Tennessee **December 2013 – March 2014**

**Senior Sybase Server Database Administrator**

Provide 24x7 technical incident and problem management for FedEx Sybase Database infrastructure for worldwide organization.

**Credit Suisse,** Cary, North Carolina **April 2012 – October 2013**

**Senior Sybase/MS Sql Server Database Administrator**

Provide 24x7 technical incident and problem management for Credit Suisse Database infrastructure for business groups and branch offices in the Americas, EMEA and APAC. Resolve issues coming through ITSM GIM system, critical alerts/events escalated from the Global Production Control team's monitoring consoles and instances reported via the hotline.

A two-site team homed in Singapore in Southeast Asia and the Raleigh office at Research Triangle Park in North Carolina, United States.

**Barclays Capital,** Jersey City, New Jersey **February 2010 – June 2010**

**Senior Sybase Database Administrator**

Member of IBM DBA Data Center Move project team migrating Sybase, UDB, ORACLE and MS SQL servers from NYC/Livingston,NJ to Piscataway/Cranford, NJ. Over 300 + servers involved in the move from legacy Lehman Brothers businesses now currently supported and maintained by Barclays Capital. Successfully migrated 125 + Sybase ASE, Sybase IQ and Sybase Replication servers.

**Citi,** Warren, New Jersey (formally Salomon Brothers, Salomon Smith Barney) **1986-2009**

**Senior Database Administrator / AVP 1992 – 2009**

Performed full range of Senior Database Administrator responsibilities to support of all aspects of database and SQL server maintenance including server installs/upgrades, database/transaction dumps and loads, Data Center migrations globally, Sybase replication, MS SQL Server and Oracle log shipping and critical error recovery.

* Administered as primary DBA support of 60 database servers including replication server across 3 DBMS’s by providing troubleshooting, performance and tuning when needed resulting in little or no impact to the business of the firm.
* Proactive approach taken for end of life db software version’s and necessary VTM’s applied in agreement with Citi compliance policy by software company deadline resulting in 100% success every year.
* Coordinated DR testing for all database environments for DBA team globally completing with 100% success for the past seven years.
* Ensured any DBA maintenance failures and BMC PATROL alerts were addressed in a timely manner without any production interruption by transitioning all jobs to Autosys and providing 24X7X365 support globally.
* Instrumental in leading the DBA change management requests, issues, changes for the team by streamlining support activities with clients and working as a single point of contact for the group allowing other team members to concentrate on their critical daily server support.
* Implemented backup optimization project to reduce cost of tape/disk storage by coordinating with application teams to eliminate unneeded database dump files and file system backups resulting in 3 million dollar savings for Fixed Income area. Reduced overall storage utilization by 10%.
* Created and maintained standards and procedures DBA manual for the team. This manual was used in yearly departmental internal audits and as a new employee on-boarding reference guide domestically and internationally.
* Remediated 100% of all Major/Minor database server security violations within 30 days of notification.
* Created and maintained weekly DBA team accomplishment report summarizing all weekly changes, application releases, upgrades, VTM’s keeping upper management fully informed.
* Reduced severity 1 production outages by 15% where root cause was the responsibility of the DBA team by better monitoring (i.e. BMC Patrol alerts, maintenance jobs setup in Autosys, dataserver configuration changes).
* Projected and recorded accurate time reporting to ensure accurate application team area chargeback.

**Systems Programmer 1989 -1992**

Daily support of 50 PRIMOS Operation Systems for 50 PRIME environments.

* Special projects include; implementation of Hyperchannel User Access/Netex software on the PRIME platform, coordinated the PRIME Reduction effort, assisted in PRIME/B-Page stabilization and SPAM.B-Page migration. Member of UNIX and Sybase user groups.

**Technical Support Specialist 1986 -1989**

Support of production cycle and system software in Data Center. Provided information and support to a worldwide data processing community composed of both technical and nontechnical users alike.

* Functioned as a liason between application areas and operations. Coordinated and implemented all program changes made to the production environments.
* Designed and coded programs for data center to make procedures more automated and efficient.

**EDUCATION**

Taylor Business Institute

Marlton, New Jersey 1984 -1985

Certification in Computer Programming

Studied Chemistry, Business and Art degrees from Sept 1981 to Dec 1983

Rowan University, Glassboro, New Jersey