Eric cottrell

4694 Eagle Path ▪ Winston-Salem, NC 27127 ▪ Phone: (703) 309-4121 ▪ eric.cottrell@gmail.com

CERTIFIED EPIC CACHÉ & ORACLE DATABASE ADMINISTRATOR

I am a Certified Oracle Database Administrator with over 15 years of IT experience and over 10 years of experience with large scale databases in a high availability environment. I have experience installing and maintaining Oracle 10g, 11g and 12c databases on a variety of platforms (AIX, RedHat and Solaris) in addition to configuration and management of Oracle RAC, ASM, Data Guard and Oracle Enterprise Manager 12c Cloud Control technology. I possess strong communication skills used to effectively work and communicate with stakeholders and functional groups across multiple organizations. I currently possess Epic Certified System Manager, Oracle Database 11g Administrator Certified Associate, Security+, ITIL v3 Foundation, Certified ScrumMaster, and Microsoft Certified Professional certifications.

Certifications

Oracle Database 11g Certified Associate (OCA)

Oracle Corporation, Dec 2014

Caché on Unix System Manager Certification

Epic Corporation, November 2015

Security+ce

CompTIA, June 2011

ITIL V3 Foundation

EXIN, July 2011

Certified ScrumMaster

Scrum Alliance, August 2015

MCP (Microsoft Certified Professional)

Microsoft, June 2003

Professional Experience

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| Wake Forest Baptist Medical Center – Winston-salem, NC | 5/2016 – Present |

Senior Enterprise Database Engineer – Epic Caché and Oracle

Key Responsibilities

* Responsible for applying Epic System Updates (SUs) as needed to all environments.
* Assisted team with upgrade of Epic 2014 to Epic 2015 using the command line interface.
* Responsible for monitoring the health and to maintain capacities via System Pulse.
* Responsible for troubleshooting and resolving warning and error conditions.
* Installed, managed, and maintained Oracle 11g and 12c databases on Red Hat Enterprise Linux and IBM AIX platforms.
* Successfully led project to implement Oracle advanced compression to a 13 terabyte database.
* Installation, upgrade, and patching Oracle Database versions 11g and 12c.
* Setup and managed Oracle Enterprise Manager 12c to perform monitoring and maintenance functions on all Oracle servers across the enterprise.
* Implemented Oracle Data Guard as a disaster recovery solution.
* Worked with multiple development teams to diagnose and correct database performance issues.
* Responsible for review and promotion of application code from non-production to production databases.
* Responsible for support of data governance, regulatory, and security processes and protocols.

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| Carilion Clinic – Roanoke, VA | 4/2015 – 5/2016 |

Database Administrator

Key Responsibilities

* Implement and maintain disaster recovery solution for Oracle 11g and 12c databases on an AIX platform using Oracle Data Guard.
* Installation, upgrade, and patching Oracle Database versions 10g, 11g, and 12c.
* Perform Epic Upgrades, Cache Upgrades, environment refreshes, Epic Special Update (SU) application in PROD and non-PROD environments.
* Install and maintain Epic monitoring tools (RedAlert and SystemPulse).
* Understanding or Epic high availability, failover methods utilizing Mirroring.
* Certified ScrumMaster Certification attained.
* Caché on Unix System Manager Certification attained.

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| 1901 GROUP, LLC – BLACKSBURG, VA | 9/2010 – 4/2015 |

Oracle Database Administrator

Key Responsibilities:

* Performed tasks for multiple clients including the US Army, Overseas Private Investment Corporation (OPIC) and the Virginia Department of Transportation (VDOT).
* Responsible for Oracle 10g and 11g enterprise database administration in a Solaris 10 and Red Hat Enterprise Linux 5 and 6 environment.
* Lead Oracle DBA for Platform Management as a Service team responsible for all aspects of database administration including managing users and privileges, creating and modifying database objects, creating and modifying storage structures, configuring and tuning databases.
* Implemented Oracle database high-availability solutions utilizing Oracle Real Application Clustering and disaster recovery solutions using Oracle Active Data Guard.
* Implemented Oracle Enterprise Manager 12c to assist with management of Oracle software and servers hosting Oracle applications.
* Participated on a team responsible migration of legacy applications to Army Acquisition Business Portal.
* Responsible for promotion of code from development to test and from test to production.
* Installed, setup and configured Oracle databases in production, QA and development environments.
* Responsible for research, application and testing of Oracle critical patches.
* Implemented database refreshes using Oracle Data Pump.
* Reviewed monthly scans per Information Assurance directives documenting mitigation actions and false positives as required.
* Created and maintained existing documentation for the Army Acquisition, VDOT and OPIC environments.
* Consistently resolved issues and problems meeting established internal and external SLAs.

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| SSCI, INC – ARLINGTON, VA | 1/2009– 9/2010 |

Oracle Database Administrator

Key Responsibilities:

* Worked as part of a team to ensure high availability of Oracle databases at over 250 embassies and consulates worldwide.
* Subject matter expert regarding transport of data between US Department of State and the US Department of Homeland Security via AQ to AQ and AQ to MQ propagation using IBM MQ WebSphere and Oracle messaging gateway.
* Ensured continuous replication between remote sites and domestically located master database sites using Oracle multi-master replication.
* Installed, setup and configure Oracle databases in production, QA and development environments.
* Created and modified tables, stored procedures, triggers, indexes, users and roles.
* Reviewed and deployed database scripts from multiple development teams.
* Implemented database refreshes using Oracle import/export.
* Performed regular monitoring and tuning of Oracle databases.
* Participated in on-call rotations to support high availability environment.
* Maintained documentation for and provide mentoring/training to database operations members.

SSCI, INC – ARLINGTON, VA

Operations Database Administrator 10/2007 – 1/2009

Key Responsibilities:

* Served as a Database Operator for the Data Engineering Group task (DEG), Consular Affairs bureau within the U.S. Department of State.
* Managed database operations related to visa processing on systems in Washington, DC, and over 230 consular posts abroad. Utilize Remedy ticketing system to track and update requests.
* Performed monitoring, administration & troubleshooting of Oracle databases (primarily utilizing NetIQ to perform monitoring duties).
* Maintained and updated Windows 2000/2003 server configurations including RAID settings, OS folder and file permissions, user accounts (roles and privileges) and passwords.
* Performed remote operations on database systems including Oracle software installations and upgrades, backup and recovery procedures, data replication, and performance tuning.
* Monitored all production databases for primary and standby database backup status, available space, transaction counts, and overall system health.
* Maintained operations and support documentation related to the task.

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| ENTERPRISE INFORMATION SERVICES, INC – VIENNA, VA | 4/2007 – 10/2007 |

Business Systems Analyst

Key Responsibilities:

* Provided technical/analysis support as a member of development team working on Windows-based custom/proprietary software applications deployed at the U.S. State Department in Washington, D.C. and at U.S. State Department embassies and consulates worldwide.
* Performed requirements analysis, authored use cases and technical documentation while adhering to CMMI level 2 compliance.

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| ENTERPRISE INFORMATION SERVICES, INC – VIENNA, VA | 4/2005 – 4/2007 |

Tier 2 Application Support Lead

Key Responsibilities:

* Provided 2nd tier customer application support for Windows based custom/proprietary software applications that are deployed at the US Department of State. Second level application support consisted of resolving application issues via phone and email support with US Department of State personnel.
* Application lead for software supported by Level 2 Support acting as primary point of contact within tier 2 support team.
* Acted as mentor to junior analysts providing training and guidance for supported applications.
* Provided the highest level of customer support to other entities that I came in contact with (client, co-workers, other contractors).
* Responded to Remedy tickets in accordance with Service Level Agreements and Operating Level Agreements.
* Researched application problems by reviewing and investigating data in the client's Oracle server.
* Reviewed, documented and validated solutions within knowledgebase.
* Demonstrated ability to resolve over 95% of assigned trouble tickets without escalation.
* Certified in applications supported by tier 2 support team.

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| UNIVERSITY OF MICHIGAN – ANN ARBOR, MI | 9/2000 – 3/2005 |

Computer Systems Specialist

Key Responsibilities:

* Provided first line of customer technical helpdesk support for ICLE’s web-based and software products serving Michigan’s 35,000+ attorneys.
* Provided employees with training to maintain and increase web and technical knowledge to service external customers.
* Worked closely with other departments to promote a high level of customer satisfaction.
* Trained customer service staff in the use of ICLE’s website and software products and how to assist users with product issues.
* Alerted ICLE development staff to problems and concerns regarding ICLE’s website and software and recommend solutions/enhancements for ease of use.
* Recommended and assist with on-going staff training including individual and group training, documentation and training materials preparation.
* Performed computer helpdesk responsibilities including resolving hardware, software, and network problems to meet the user’s operational needs.
* Installed, modified, and maintained stand-alone and networked computer systems, applications and peripherals.
* Recommend and assist with staff software training including individual training, documentation, and training materials preparation.
* Assisted in and executed problem resolution for systems hardware, software, network attachment and other operational needs.
* Performed system information back up of mission critical data.

Education

King University – Bristol, TN

Bachelor of Information Technology (with Distinction), May 2014

**WASHTENAW COMMUNITY COLLEGE – ANN ARBOR, MI**

Computer Networking Operating Systems, Advanced Certificate, 2003

**VIRGINIA POLYTECHNIC INSTITUTE AND STATE UNIVERSITY – BLACKSBURG, VA**

Communication Studies Major

**EASTERN SHORE COMMUNITY COLLEGE – MELFA, VA**

AAS, General Studies, 1996

Technology Summary

Epic 2014, 2015 NVT/Intersystems Cache Database 2015

Oracle Database Enterprise Edition versions 9i, 10g, 11g, and 12c

Oracle Enterprise Manager Cloud Control 12c

Oracle High Availability Solutions

Oracle RAC (Real Application Cluster)

Oracle ASM (Automatic Storage Manager)

Oracle Data Pump (Import and Export)

RMAN (Recovery Manager) Backup and Recovery

Oracle Active Data Guard for Disaster Recovery

Tuning using AWR, ADDM, SQL Tuning Advisor

Red Hat Enterprise Linux 5 and 6

IBM AIX 7.1 on Power

Windows Server 2008

Active Directory

SQL

PL/SQL

Dynamic Naming Service (DNS)

Network File Systems (NFS)

VMWare

Toad for Oracle Database

Familiar with Dell Shareplex, Oracle Golden Gate and People Soft, TKPROF and SQLT.