

RESUME: KRISHNA

GENERAL INFORMATION

Name : KRISHNA. K
Role : SQL DBA (L2 Support)
Mobile : 8466852352
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EXPERIENCE HIGHLIGHTS

- **Having 3+ years of experience as a SQLDBA L2 Support.**
- Work experience in **24x7 production support** for SQL Server 2005, 2008, 2012, 2014& 2016.
- Responsible for administration of almost a hundred instances comprising of several hundreds of databases with sizes up to 1TB
- Experience in Database administration activities like **Installation, Configuration, Backup & Recovery, Database Security.**
- Applying Service packs and hot fix application strategies in Standalone and cluster environment
- Experience in creating SQL Logins, Assigning Roles to the users and Authentication Modes as part of Security Policies for various categories of users.
- Automating the environment for all regular activities by using **SQL Server Jobs** and **Maintenance Plan.**
- **Migrating** of databases between Servers.
- Performed **Database Refreshes.**
- Experience in **upgrading** servers from MS SQL Server 2005, 2008, MS SQL Server 2012, 2014,2016
- Fixing **Orphaned users**
- Experience in solving **performance issues, Database Consistency using DBCC Utilities.**
- Worked in Rebuilding and Reorganizing the Index and updating Statistics.
- Worked with storage and network administrators to manage drive space and storage needs throughout the environment.
- Implementation of database maintenance plan(s).
- Implement and maintain database security (create and maintain users and roles, assign privileges, Creating security and password policy documents).
- Experience in implementing **Log shipping** with SQL Server.
- Having Good Experience in DR Drill
- Experience in implementing **Mirroring and Always on** models/Good knowledge on Replication Transactional and Merge replication
- Worked in P1,P2,P3 issues and monitoring ticketing Tool
- Experience in implementing Active-Passive& Active -Active **Clustering.**
- Experience in installation & configuration of Application Servers.
- Raising CR's and Implementing change request as per change manager approval.

SKILLS

Operating system	:	Windows Server 2003/2008 & Windows XP
Technologies	:	SQL Server 2005/2008/2012/2014/2016
Ticketing Tool & Monitoring Tool	:	Helpshift, Service now
SQL Server Tools	:	SSMS, Profiler, Performance Monitor, DTA.

EDUCATION :

- Completed MBA/PGDM Information & Technology in IBS Business School 2020

WORK EXPERIENCE :

- Working with **Wipro Technologies**, Hyderabad as **SQLDBA - Administrator.. (09-2022 to 12-2023)**.
- Worked with **24-7 InTouch**, Bangalore as **Senior Consultant SQLDBA.. (03-2021 to 09-2022)**.
- Worked with **Concentrix**, Bangalore as **Operations Advisor(09-2020 to 02-2021)**

EXPERIENCE:

- **Currently associated with Wipro Limited as a SQL DBA from Sep 2022 to till date.**

PROJECT # 1 :Navisite Dc Migration

Client	:	Anthem.
Role	:	SQLDBA
Team size	:	8
Tools	:	SqlServer2005, 2008, 2012/2014/2016.

Description:

Anthem brings together the concepts of elevate and advance, exemplified by our bold purpose of improving the health of humanity. We are a health company dedicated to making real progress toward improving the health of the people and communities we serve. Their managed hosting services are based on multiple delivery models including cloud computing, platform as a service (PaaS), virtualization, and co location.

Responsibilities:

- Provided 24/7 Supports for Production, Development & Test Servers of MS SQL Servers.
- Performed DB Discovery for Client like list of servers, type of server, list of databases and their sizes and status, list of jobs, packages, alerts, linked servers.
- Performed Database administration activities like **Installation, Configuration, and Backup& Recovery.**
- Performed Installation & Configuration of SQL Server 2008/R2/2012/2014/2016/2017 on Local System and Remote System
- Creating users, logins and roles, granting permissions to users.

- Performed Maintenance plans for taking backups of all DB's every day and Maintenance History clean up task for old backup files.
- Performed the creation of jobs and monitored the jobs.
- Handling Suspect DB issues.
- Performed Side-by-Side up gradation the 2008r2 to MS SQL Server 2016 and MS SQL Server 2014.
- Performed Migration between Data centres and configure Log shipping as Disaster Recovery solution.
- Migrating the Logins from MSSQL 2005 to MSSQL 2008 /2012/2014 as part of migration using scripts.
- Performed Mirroring Using Scripts.
- Configuring Always on and Troubleshooting Always on issues
- Performed the DB Refresh between prod environments to non-prod environment.
- Checked for Disk space, Drive space and log file spaces in order to avoid the bottlenecks
- Monitor the error logs and windows system monitor alerts to troubleshoot the performance of SQL Server.
- Resolved Fragmentation issues, blocking issues using commands.
- Monitor the CPU and Memory utilisation of servers and resolved CPU and memory issues.
- Performed Cluster Installation, applied service packs in Active-Passive cluster and done the failover.

PROJECT # 2 : 24-7 Intouch

Client	:	Knoah Solutions / 24-7 intouch
Team size	:	5
Role	:	SQLDBA
Environment	:	SQL Server 2005/2008/2008R2, Windows Server 2003, MOM.

Description:

24-7 Intouch is a global contact center outsourcing company that delivers innovative, quality-driven, software solutions, across all industry segments. Using the most advanced technology, comprehensive insights, and brand specialists for each account, 24-7 Intouch. The company continues to grow to accommodate the needs of new and existing clients.

Responsibilities:

- Analysing the SR's and responding to them in compliance to the SLA's.
- Installing and Configuring SQL Server 2005, 2008, 2008/R2/2012 including service pack deployments.
- Planned and created a managed backup and recovery plans for clients.
- Implementing disaster recovery plans.
- Managing Security (Creating users, logins and roles, granting permissions)
- Fixing Orphaned users through SSIS package.
- Performing Migration of databases between Dev, QA, Stage and Production servers.
- Ensuring Data consistency in the database through DBCC commands.
- Scheduling jobs in SQL server.
- Creating Index & managing other objects of Database.
- Troubleshoot Microsoft SQL Server errors including blocking, transaction Locking and security
- Configuring and Monitoring SQL Server high availability techniques, Replication and Log shipping
- Troubleshooting Database issues and troubleshooting the long running queries.
- Performance Monitoring and tuning through SQL Server performance alert, running trace in profiler using the database tuning advisor.

- Running the scripts send from development team and troubleshooting any minor issues in the code, solving deadlock issues by discussing with Application team
- Provided 24 x 7 Production support for the database and application issues.

PROJECT # 3 : Concentrix

Operations Advisor I, (L1 Support) - (6 months Contract)

Roles and Responsibilities:

- Supported customers with basic technical support for current and past software releases.
- Assisted clients with general support for hardware, peripherals, network connections, and external software through Remote access.
- Assist external users of the client's technical products or services; identify, investigate, research and provide resolution to user questions and problems.
- Perform necessary adjustments as outlined in the operators' manual for set equipment.
- Managed work tickets, prioritizing urgent needs and communicating plans with all customers within timeline
- Resolved network and software issues each day for first-level tickets..
- Collaborated with tech team, escalating issues as needed via ticketing system and prompt communication
- Diagnosed and repaired malfunctions with printers, copiers, and conducted maintenance through Remote Access.

DECLARATION

I hereby declare that the information furnished above is true to the best of my knowledge.

KRISHNA.K