**Kalpna Singh**

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# **Career Objective\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

# To excel in the field of IT by converting my ideas and skills into executable business values in a highly cordial and professional environment for continuous learning and improvement.

**Summary\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

8 years 2 months of total IT experience more than 7+ years of working experience as an Oracle DBA primarily worked on Database Administration, Installation, Upgrades & Migration, Cloning, Performance Tuning, and Production support in Oracle 9i/10g/11g on Operating Systems viz. UNIX, LINUX, HP-UX, Sun Solaris and Windows Servers. I have good experience on working with Oracle Databases and SQL Server databases with excellent work ethics and team orientation with strong analytical and leadership qualities. Willingness to learn and adapt to new challenges.

* Expertise in Oracle Database Administration-11g R2 RAC, DataGuard, 11g, 10g, 9i.

# Strong knowledge of Linux-Unix environment, Unix shell scripting, Database management tools like OEM.

* In depth understanding of Oracle Architecture, memory and process structures and oracle data dictionary.
* Excellent customer interaction skills with experience to work with customers across different geographies.
* Exposure to the ticketing tools like- Remedy, CA, Service manager.

# Ability to multitask, achieving high productivity and meeting SLAs.

* Team handling quality.
* Expertise in providing Oracle Training to the candidates as a cross technology enhancement.
* Excellent analytical skills.
* Expertise in working on Remedy ticketing tool as well as CA tool.
* Commitment towards work and deadlines.

# Good oral and written communication skills, ability to effectively communicate with infrastructure and client partners locally and at other locations.

**Technical Skills**

1. Databases : Oracle 8i/9i/10g/11g, RAC11g R2
2. Operating Systems : Windows 98 / XP, 2000,HP-UX 11,Sun Solaris, Linux
3. Database Tool : Sql\*Plus, Sql\*Loader,TOAD10.2
4. General purpose Tools: Xming, Xceed

# **Educational Qualifications\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

* B.Tech Electronics engineering from A.I.E.T (Uttar Pradesh Technical University) in 2006.

# **Professional Certifications\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

* Completed Oracle 9i OCP (Oracle Certified Associate) certification.
* ITIL V3 foundation Certified

**Projects undertaken\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Target Corporation, Minneapolis, MN (April 2014 – till date)**

**Lead Oracle DBA**

**Environments: (11Gr2 RAC, Dataguard, 11g,10g. OS: Sun Solaris, Linux, HP, AIX)**

Minneapolis-based Target Corporation is a retail chain with over 1,800 stores and more than 35 distribution centers across the U.S. and Canada. The Target Technology Services (TTS) team designs and creates innovative solutions for a variety of applications, platforms and environments. TTS not only gives Target a competitive advantage in the marketplace, but also enhances the guest experience through the smart use of technology in the retail industry.

**Key Responsibilities Includes:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

# Manage production databases (all on 11g R2/ OS- Linux, Solaris) in Target's environments.

# Ensure the recoverability of all production data for operational and business continuation needs.

# Be able to resolve most of the common issues in support of production. This includes on-call support on a rotating basis.

# Work with other TTS partners to optimize the performance and efficiency of the database structures and data access.

# Participate in testing, evaluation, implementation, and training of DBMS and related software products.

# Maintain high customer satisfaction services.

**Support Activities Includes:**

# Database creation, maintenance and administration in Oracle 11g RAC & ASM environment

# Database and Client software installation .

# Database upgrade to 11gR2.

# Tablespace management, space allocation and space reorganization

# Troubleshooting and resolving database issues

# Database security setup

# Database RMAN backups and recovery tape backup facilities

# Export/Import, Expdp/Impdp and other data refresh activities.

# Database monitoring and tuning

**Additional Activities-**

# Managing a team for four members as an Oracle Database Lead.

# Providing database trainings to the new joinees

# Providing elevated support to other projects in the Organization

# Working as a panelist for walking drive for Oracle DBA.

**Weatherford International, Houston, TX (Jan 2012 – March 2014)**

**Sr. Oracle DBA**

**Environments: (11g, 10g. OS: Sun Solaris, Linux, HP, AIX, Windows)**

Supported as an oracle database admin for Weatherford International which is into Oil and mining Industry.

**Key Responsibilities Includes:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

# Ensuring availability and performance of the databases that support SAP R/3 Enterprise and BW 3.5.

# Liaison with other teams to ensure that the associated hardware resources allocated to the databases and to ensure high availability as well as optimum performance.

# Regularly monitor the database systems to ensure secure services with minimum downtime.

# Provide regular trend analysis to the service management team to enable them to make informed decisions regarding resource management.

# Problem escalation to Oracle Development team and third parties as appropriate.

# Ensuring improvement and maintenance of the databases to include rollout and upgrades.

# Implementation and release of database changes as submitted by the development team.

## **Support Activities Includes :**

# Migration, Upgrade and patching of databases from 9i to 10g and 11g.

# Database cloning, Refreshing of UAT/DEV databases using Hot backup/Cold bkp/Export.

# Software installation and databases creation for physical servers and HA cluster.

# Create / Update documentation for daily, weekly and monthly database activities

# Provide support for the Systems & Storage Team during SMVI backup testing

# Temporarily Extend Tablespace on PSAPTEMP to allow BW Team to compress cubes

# Reorganize Database to recover unused disk storage

# Enhance existing documentation on database structure and configuration and make recommendations for improvement.

# Troubleshooting various database issues.

**Elli-Lilly, Indianapolis, IN (March 2011 to Jan 2012)**

**Oracle DBA**

**Pharma major (pharmaceutical)**

**Environments: (Dataguard, 11g, 10g, 9i. OS: Sun Solaris, Linux, HP, AIX, Windows)**

Worked with Elli-Lilly as Level-2 Oracle DBA . Its an USA Based Big Pharmaceutical & drug research company having more than 1300 Unix, Linux and windows server and supporting 1900+ database.

**Key Responsibilities Includes :\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

# Providing support for Production, Development and Test databases on Operating Systems viz. Unix, LINUX, Sun Solaris, HP-UX and Windows 2000/NT Server in 24x7 basis.

* Working on Remedy ticketing tool.
* Interaction with key business customers and application users for requirement analysis.

## **Support Activities Includes :**

# Migration, Upgrade and patching of databases from 9i to 10g and 11g.

* Database cloning, Refreshing of UAT/DEV databases using Hot backup/Cold bkp/Export.
* Backup and restore activities. Ensuring successful backup for all the production and UAT environment.

# Software installation and databases creation for physical servers and HA cluster.

# User Account and Access requests.

# File system space utilization checkups for tablespaces, archive destinations and oracle home.

# Troubleshooting various database issues.

* Ensuring high database availability and low downtime.

**HCL Comnet Ltd, UK (Aug 2007 to March 2011)**

**Oracle DBA**

**Project: DSGi plc Group**

**Environments: (11g,10g,9i. OS: Sun Solaris, Linux, HP, AIX, Windows)**

DSG international plc (Dixons Store Group) is one of the largest consumer electronics retailers in Europe. The company operates the Dixons, Dixons Tax Free, Currys, Currys digital, PC World and Electro World stores along with many other brands across Europe.

**Core Responsibilities\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

* Installation, patching, upgradation of Production and test databases.
* Created users and roles.
* Fully responsible for all the major or minor activities for the databases (100 production and nearly 250 test databases).
* Environment consist of SUN Solaris 10/9/8, MICROSOFT and oracle releases 8i, 9i, 10g and 11g.
* Replication of Database. (both read only snapshot Replication ,multimaster Replication, snapshot based on Prebuild table)
* Refreshing of UAT/DEV databases using Hot/Cold/Export.
* Fixed up the problem of UNDO, RBS and poor performance of the database. Highly distributed transaction environment. Most of the application are integrated with each other by using the DB Links or Snapshot environment.
* Configured crontab jobs to monitor database like tablespace free size, disk balancing report, table and their partition size, schema object analyze, database hit ratio and memory used by each session, user privileges, init.ora listener.ora tnsnames.ora and sqlnet.ora parameters report.
* Using backup methods RMAN, Hot Backup, Cold Backup, Logical Export, and Transport Tablespace. Did the restoration drill of databases Every month on regular interval of time. Test the RMAN backup of the databases every Week. Very frequent refresh of the test servers with the production server. Refreshing the database by using RMAN backup of the database or restore the hot backup of the production server.
* Daily backup checking. Backup is being taken of all production servers on daily basis. The crontab job has been configured to take daily backup. Online backup and export dump is being taken. I am responsible for data recovery in case of any kind of data lost.
* Daily servers mount point space checking. Checking of mount point space of all production servers on daily basis to make sure that oracle never go out of space. Archive destination space checking.
* Import and Export of user’s data across schemas and databases. Initially users were using import/export utility to transfer data from one database to another database.
* I recommended database link. Using database link the data transfer rate is now much faster as compare to import/export

**Tuning/Optimization of queries for MIS databases.**

* Daily database server health check, i.e. Tablespaces size, Datafiles' size, Disk size, Temporary tablespace's usage and status, Rollback segment usage and status, Index usage and validity.
* Design, implementation of Backup and recovery procedures. (Offline And Online Backup, Logical Backup). Responsible for recovery in case of media or file corruption.
* Daily monitoring of ALERT log & Trace files of the database. Monitoring of Dynamic Performance Views (V$) for best database performance.
* Ensuring high databases availability and low down time

# **Achivements\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

* Up gradation of a critical database from 9.2.0.3 to 11g
* Reorganization of all Critical production databases to reclaim space.
* Took the responsibility of the On-call for the team within 3 months of joining the team.
* Working on SQL Server 2008,2005 and 2000.

**WIPRO LTD. (August 2006 to July 2007)**

**Project: VERIZON**

**Role: Technical Engineer**

**Environments: Remedy Tool, Whiteboard,NXTT, Ms Word, MS Excel**

Verizon is one of the largest Internet Service Provider in United States.

Worked as Technical Engineer for a process “Verizon”. Complete troubleshooting care was given to customers escalations based in U.S.A having problems with their DSL connection.

# **Hobbies and Interests\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

* Traveling and Photography.
* Excellent communication skills, Team Player and a quick learner.