Vidya Rajasree

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*Professional Summary*

* 8+ Years of Total experience in Banking, IT Resource Management, ICT Services, Oil and Gas, Health Insurance and Telecommunication
* **7 Years of Experience in MS- SQL Server Database Administration in Banking, IT Resource Management, Oil and Gas and Health Insurance Domains.**
* **Experience in ETL Development Project (**Inforrmatica 9.6.1**)**
* **Over 8+ years of IT experience with 7+ in administering Microsoft SQL Server in Production/UAT/QA/Development environment.**
* **2 Year Database Administration experience in Marklogic Database Administration.**
* Performs database administration tasks for MarkLogic 7 which include, but are not limited to: monitoring, troubleshooting and resolving issues, importing data, production changes, upgrades, efficiency improvements, and maintaining documentation.
* Worked with vendor and client in reviewing Database designs to ensure standards are followed and most efficient design is achieved.
* Index / query optimization.
* **Good experience with SSIS package creation using Visual Studio 2015, SSIS Transformations and deployment, troubleshooting SSIS jobs configured in SQL Server Agent and SSRS Reports,**
* **SSIS, SSRS Security management in MS SQL Server 2005/2008/2008R2/2012.**

Good knowledge on SQL Server 2016.

* **Good knowledge on building, deploying and managing workflows in Integration Services.**
* Designs and implements redundant systems, policies, and procedures for disaster recovery, database backup, recovery, and data archiving to ensure effective availability, protection, and integrity of data assets.
* Design, implement, maintain, and automate the appropriate backup and recovery architecture as required.
* Responsible for developing backup and recovery procedures for Marklogic database environments.
* Extensive experience in administering different versions of MSSQL server 2005, 2008, 2008 R2, 2012,2014.
* Administration experience in MarkLogic Database like backup restore, security management etc.
* **Expertise in Installation, Configuration, Administration and Maintenance of SQL 2005, 2008, 2008 R2, 2012,2014.**
* Experienced in installing, configuring, deploying and supporting Integration Services (SSIS) and Reporting Services (SSRS).
* Installed Service packs, security updates and hotfix in SQL 2005, 2008, 2008 R2, 2012.
* **Migrated SQL server 2005/2008/2008 R2 to SQL Server 2012 Enterprise Edition.**
* **Used third party tools like LiteSpeed, Foglight, HP Openview, Service Center etc.**
* Troubleshoot and resolve issues relating to database integrity, database performance (deadlock, locking, blocking, etc.), server performance (CPU, memory, I/O, network).
* Resolving space issues like TempDB and Log file issues. Suggesting correcting measures for TempDB.
* Assist developers in Performance tuning of T-SQL scripts.
* Disaster Recovery Technology – Worked on Log Shipping and mirroring.
* **High Availability – Have good understanding and experience of Clustering and SQL server Replication and Always On Availability groups.**
* **Experience in Performance Tuning, Index management (Rebuild or re-organize indexes), Query Plans.**
* Creating, maintaining and configuring SQL Agent jobs for maintenance activity.
* **Involve SSIS package import and export. Good at SSIS Package development, Deployment, troubleshooting, SSIS Job creation, Security management, SSAS cubes, SSRS installation and management.**
* Expertise in database Backup, Recovery, preparing database backup and recovery strategy.
* Successfully resolving SQL Server performance issues, troubleshooting other errors and issues within SLA.
* **24×7 production support experience.**
* **Good experience with SQL Server Security management through Audit Jobs,CDC etc.**
* **SQL Server Performance Monitoring, CPU Usage, Memory Usage and I/O through Data Collector reports**
* **Good experience working with MS Access databases for extracting reports to and from SQL Servers.**
* Good experience, knowledge and understanding on PDW/Client for Managing Database Servers for Data warehousing environment.
* Working with Data warehousing Team to troubleshoot issues with report creation.
* **Having the ability to work in a fast paced environment, good team player and can work independently and help the database Developers on technical issues.**
* 8 months of Experience as Queue Manager for Getronics UK, ICT Services Company
* 1+ of Experience in Application Support for British Telecom.

Technical Skills

**RDBMS /DBMS:** SQL server 2000, 2005, 2008R2, 2012,2014/2016, Sybase ASE Versions - 12.5.4, 15.0.3

NoSQL- Marklogic7, MS Access 2010/2013.

**Operating Systems:** Windows Server 2000/2003/2008/2012, Linux, UNIX - Solaris 5.3, AIX 5.4

**Languages:** TSQL, HTML, Windows Powershell,,CURL,JSON,XML,

**Process Frameworks:** ITIL V3

**Tools & Utilities:** Litespeed, BMC-Patrol, Resolve-IT, Remedy, Seibel-CRM, Bugzilla, MS Excel, NetBackup, Foglight, ServiceNow, Informatica 9.6.1, Pandora

Reporting Center, HP Openview , Service Center.

**Hardware:** Router configuration

**Certifications**

* Microsoft Certified Technology Specialist (MCTS) [SQL Server 2005 Implementation
* and Maintenance]
* ITIL V3 Foundation
* ITIL V3 Intermediate OSA (Operational Support and Analysis)

**Professional Experience**

**Amerigroup Insurance Service Provider (Health Care), Infosys Ltd, Virginia Beach, Virginia**

**Role: SQL Server DBA.**

**September 2014 to February 2017.**

This project involves understanding the Fee Schedules uploaded by various states in their website and automating the extraction of data and application actions of various business transformation using Informatica. Then loading the data into the FACETS Oracle Databases. The data from the FACETS Oracle DB is further used for claims proceedings.

Responsibilities:

* Expertise in Security Issues such as creating logins and granting permissions on various objects as well as Administering security for server’s logins regularly (Windows and SQL Accounts).
* Create the table scripts for the SQL SERVER database
* To work closely with client to understand and gather the requirement of the Fee Schedules.
* Creating the Business Rules for each Fee schedules
* Onsite co-coordinator for the team at Offshore.
* Guiding and providing resolutions for the Offshore team.
* Supports day to day operational duties for the database platform such as service requests and tickets, backups, monitoring, performance tuning, system troubleshooting, and other tasks as assigned or expected from DBAs
* Authors and maintains operational documentation, best practices, and run books for the operational platform.
* Comfortable understanding of Microsoft SQL Server database, theories, principles, and practices.
* Experience in Migration from SQL Server 2005 to SQL Server 2008, SQL Server 2005 to SQL Server 2008 R2.
* Involve SSIS package import and export. Good at SSIS Package development, Deployment, troubleshooting, SSIS Job creation, Security management, SSAS cubes, SSRS installation and management.
* Experience with SQL Server 2012 installation and configuration.
* Has thorough knowledge of administrative and technical resources available and a demonstrated ability to use those resources for problem determination, product
* Performs database administration tasks for **MarkLogic 7** which include, but are not limited to: monitoring, troubleshooting and resolving issues, importing data, production changes, upgrades, efficiency improvements, and maintaining documentation.
* Good knowledge and understanding on PWD/Client for Managing Database Servers for Data warehousing environment.
* Designs and implements redundant systems, policies, and procedures for disaster recovery, database backup, recovery, and data archiving to ensure effective availability, protection, and integrity of data assets.
* Design, implement, maintain, and automate the appropriate backup and recovery architecture as required.
* Good experience, knowledge and understanding on PDW/Client for Managing Database Servers for Data warehousing environment.
* Good experience query tuning for performance issues using SQL Server PDW.

Working with Data warehousing Team to troubleshoot issues with report creation

* Responsible for developing backup and recovery procedures for Marklogic database environments.

**Environment – SQL Server 2005, SQL Server 2008, SQL Server 2008 R2, SQL Server 2012, SQL Server 2014, Marklogic 7 Enterprise NoSQL Database,** **Informatica 9.6.1**

**BHP Billiton (Oil and Gas), Infosys Ltd, Houston, Texas**

**Role: Senior SQL DBA**

**January 2014 to Sep 2014**

**Working as a part of the Infosys PASS DBA Team for the support transition from CSC DBA’s for DBA Support. Providing the primary DBA support for the SQL Server Database Servers for BHP Billiton. Closely working with the Application Team and Application Owners for Database related activities, queries and troubleshooting.**

**Responsibilities:**

* Actively Participated in creating the Knowledge Transfer plan for the DBA Support Transition.
* Conducting Knowledge Transition sessions with the DBA SME’s as well as Application Owners.
* Circulating MOM’s and creating the System Information Document for the Transition. Started the Primary DBA support after Reverse KT and Reverse Shadowing. Attending the Change Management/Incident Management meetings and trainings. Providing end to end SQL Server database support for over 300 database servers.
* Supports day to day operational duties for the database platform such as service requests and tickets, backups, monitoring, performance tuning, system troubleshooting, and other tasks as assigned or expected from DBAs
* Authors and maintains operational documentation, best practices, and run books for the operational platform.
* Comfortable understanding of Microsoft SQL Server database, theories, principles, and practices.
* Experience in Migration from SQL Server 2005 to SQL Server 2008, SQL Server 2005 to SQL Server 2008 R2.
* Involve SSIS package import and export.
* Experience with SQL Server 2012 installation and configuration.
* Has thorough knowledge of administrative and technical resources available and a demonstrated ability to use those resources for problem determination, product enhancements, and other technical issues related to the SQL Server components being administered.
* Good experience working with MS Access databases for extracting reports to and from SQL Servers.
* Possess good knowledge with experience in an operational environment providing support requiring coordination with incident management and change management teams.
* Good experience on performance tuning by index defragmentation, optimizing execution plans, proper usage of indexes
* Actively participated in disaster recovery testing
* Created and scheduled jobs to automate different database related activities including backup monitoring , database health, disk space, backup verification, Backup & Recovery.
* Proficient with SQL Enterprise Manager, SQL Query Analyzer, scheduling jobs with SQL Server Agent, SQL Profiler, restoring full, differential, and log backups.
* Installation & Configuration, SQL Server 2008/2008 R2/2012 startup account change (service account)
* Automating Database tasks (Created jobs, alerts, and schedules for database maintenance tasks) using SQL Server Agent.
* Tracking the tickets for space issues, memory usage/issues, CPU usage/issues and creating the weekly Capacity Reports, Analyzing the DB growth trends and doing the capacity planning by getting inputs from the Application, Wintel, Backup and storage teams.
* Experience in linked Servers creation, Database Maintenance planning
* Automation using Windows Powershell scripting.

**HA Related Responsibilities**

* Setting Up & Configuring Database Mirroring
* Troubleshooting Mirroring related issues
* Good knowledge on replication
* Good knowledge on Failover Clustering

**Environment- SQL Server 2005, SQL Server 2008, SQL Server 2008 R2, SQL Server 2012, MS Access 2010/2013**

**Novartis Pharma, Alcon Laboratories, Infosys Ltd , Fortworth, Texas**

**Role: Senior SQL DBA**

**September 2013 to December 2013**

Managing Database Servers of Alcon Laboratories, for the VCC (Virtualization Command Center) P2V migration program for installing and supporting the SQL DB Servers in VBlock as per Novartis Standards. Ensuring round the

clock availability of database environments with High performance & Security with minimum disruption to business.

**Senior SQL DBA Responsibilities**

* Good experience in Database Server installation on V-block as per Novartis Standards
* Good experience on performance tuning by index defragmentation, optimizing execution plans, proper usage of indexes actively participated in disaster recovery testing created and scheduled jobs to automate different database related activities including backup monitoring , database health, disk space, backup verification, Backup & Recovery
* Take database backup and restore using Native backup job.
* Installation & Configuration, SQL Server 2008/2008 R2/2012 startup account change (service account)
* User management and Security configuration as per Novartis security Standards.
* Database Security setup
* Automating Database tasks (Created jobs, alerts, and schedules for database maintenance tasks) using SQL Server Agent.
* Database Creation, drop as Change control process
* tracking the tickets for space issues, memory usage/issues, CPU usage/issues and creating the weekly Capacity Reports, Analyzing the DB growth trends and doing the capacity planning by getting inputs from the Application, Wintel, Backup and storage teams.
* Experience in linked Servers creation, Database Maintenance planning
* Maintenance Job setup, Monitor SQL Server Error Log

**Environment- SQL Server 2008, SQL Server 2008 R2, SQL Server 2012**

**Citi Bank, Wipro Technologies**

**Shollinganallur, Chennai, India**

**Role: Senior SQL DBA**

**September 2011 – January 2013**

Managing Database Servers of Citibank’s EMEA, APAC Regions and ensuring round the clock availability of database environments with High performance & Security with minimum disruption to business.

**Senior SQL DBA Responsibilities**

* Database Upgrade In Place migration.
* Good experience on performance tuning by index defragmentation, optimizing execution plans, proper usage of indexes actively participated in disaster recovery testing created and scheduled jobs to automate different database related activities including backup monitoring , database health, disk space, backup verification, Backup & Recovery
* Installation of Monitoring client tool (BMC Patrol Agent)
* Take database backup and restore using Litespeed/Native backup job.
* Installation & Configuration, SQL Server 2005/2008/2008 R2, start up account change (service account)
* Security audit job creation and monitoring
* Database Security setup and management
* Automating Database tasks (Created jobs, alerts, and schedules for database maintenance tasks) using SQL Server Agent.
* Database Creation as per the standards through Change requests
* Capacity Planning
* Experience in linked Servers creation, Database Maintenance planning
* Maintenance Job setup, Monitor SQL Server Error Logs, System logs
* Good experience on deployment and monitoring of SSIS/DTSpackages.
* Applying Database Patches (Service packs, Hot Fixes, MS Security patches)
* Root Cause Analysis
* Good experience with SQL Server Security management through Audit Jobs,CDC etc.

**HA Related Responsibilities**

* Configuring Log Shipping
* Troubleshooting Log Shipping related issues
* Setting Up & Configuring Database Mirroring
* Troubleshooting Mirroring related issues
* Good knowledge on replication
* Good knowledge on Failover Clustering

**Shift Lead Responsibilities**

* Conduct operational review call with internal as well was external team.
* Tracking tickets and assigning to members
* Ensure that the SLA is taken care by the team
* Ensure that the shift handover is done effectively in all the three shift timing.
* Taking care/ follow-ups of pending tickets
* Preparing/analyzing shift reports
* Assist and mentor team members
* Analyze existing processes/reports and suggest process improvements / automations
* Created issues specific process document for the team
* Work on escalations and document the same run the security vulnerability test on servers (VS scan for issues and vulnerability as per DSM standards)

**Environment- SQL Server 2000, SQL Server 2005, SQL Server 2008, SQL Server 2008R2, SQL Server 2012**

**Kronos Incorporated, Mindtree Ltd**

**Mysore Road, Bangalore, India**

**Role:- SQL DBA & Process coordinator**

**Nov 2007- Nov 2009**

DBA Support for SQL Server 2000/2005 for Kronos, an ever leading IT Service provider for Human Resource Management. Routine job includes Monitoring Scheduled Job Failures, SQL Server DB Monitoring, Installation & Configuration, and User Administration of around 150 Database Servers in Development, Staging and Production.

**Role: SQL Server DBA**

**SQL DBA Responsibilities**

* Database Security setup
* User & Login Creation
* Database Creation
* Capacity Planning
* Database Health Check
* Backup & Recovery Management
* Maintenance Job setup and management
* SSIS/DTS package deployment
* Applying Database Patches (Hot Fixes, Bug Fixes, Security Patching)
* Root Cause Analysis

**Responsibilities and Contributions as a Process coordinator:**

* Coordination with Problem Incident Change Management Teams
* Good troubleshooting skills
* Good verbal, written communication and presentation skills, problem solving and conflict resolution skills, detail oriented with client interaction and knowledge transfer.
* Creating process documentation for the project.
* Publishing the status reports on daily, weekly and monthly basis and follow ups
* Conducting operational status review meetings
* Understands the business impact of each escalation
* Ensures all communications regarding escalations are planned and orderly.

**Environment- SQL Server 2000, SQL Server 2005, SQL Server 2008**

**Getronics UK , Mindtree Ltd.**

**Mysore Road, Bangalore, India**

**Role: Process coordinator & Queue Manager July 2007- Nov 2007**

**Project Description Client:** Getronics a leading ICT Information and Communication Technology service provider in the United Kingdom. For Barclays Bank, there are mainly two programs/services for Application Re-Packaging in Getronics. Experience in tracking and reporting metrics, key indicators and performance goals and was managing, coordinating and tracking tasks of employees.

**Key Responsibilities and Contributions**:

* Tracking the workflow and processes for Printer Drivers, Projects, Infrastructure,
* Solution, Investigations, and Patches etc in addition to the packaging process flow through workflow tool.
* Assigning the applications to two different time zone locations i.e. Spain and UK after categorizing packaging requests based on the criticality and priority.
* Effective utilization of resources during peak hours
* Assisting to turn around the applications within the defined SLA for both DSMP and BAU Services.
* Publishing the status reports on daily, weekly and monthly basis and following up with the CR/SR from Change Management Team.
* Conducts operational status review meetings.
* Understand the business impact of each escalation and make the team members aware of the same.
* Ensures all communications regarding escalations are planned and orderly, timely and accurate

**Contributions:**

* Created a case study for the project and published in the Intranet.
* Initiated with the process of tracking the status of all change requests, problem records.
* Created process document for the offshore team based on ITIL V3 process framework.

**British Telecom, HCL Technologies**

**Thousand Lights, Chennai, India**

**Role: Network Support Engineer**

**Oct 2005 – May 2007**

**Project Description:** HCL Technologies was providing the broadband network support for British Telecom business customers.

**Role:** Network support Engineer.

**Responsibilities**

* Provide remote ISP support for BT Total Broadband business customers.
* Provide support for VOIP/Router issues
* Pre-auditing the e-mail communication of the Team.

EDUCATION

Bachelor of Computer Application (BCA) [Madras University, India]

Diploma in Electronics & Communication Engineering, [Technical Board of

Education, India]

TRAINING

Successfully completed ITIL V3 Foundation Training from BTP Technologies

Bangalore, India

Successfully completed ITIL V3 OSA Intermediate training from Q-logy Bangalore,

Successfully completed Instructor based MarkLogic Training for Marklogic Administration from MarkLogic Corportation.