

# Raja Muneeb Ashraf

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A result-oriented and driven Database Manager with overall 14 years of experience in FMCG, IT Consultancy, Banking and FinTech with accomplishments in,

- Planning and execution of Production, HA and DR solutions.
- Expertise in performance tuning at physical and logical layers.
- Continuous Improvement and Incident Management through proactive problem resolution, RC analysis,
- Prime focus on Database and data security according to established standards with Linux proficiency in **Oracle, MSSQL, MySQL and PostgreSQL** databases.

## EXPERIENCES

### **Manager Database @ Navatel | March 2024 - Present**

Leading a dynamic team of database administrators and spearheading initiatives to design, maintain and enhance system availability, performance, reliability, high availability and operational excellence in complex Oracle, MySQL, and PostgreSQL database infrastructure, ensuring 99.9% uptime for Navatel's expanding environment.

- Planning and execution of efficient Production and Disaster Recover and High Availability environments for internal CRM, Internet, NayaTV and other applications, successfully reducing RTO and RPO to defined duration, for Oracle and PostgreSQL databases.
- Maximizing database performance by evaluating DB and application design, applying data archiving and purging, SQL tuning etc., resulting in up to 60% reduction in query execution time and improving system responsiveness.
- Achieving 100% audit compliance and regulatory requirements by implementing robust security, monitoring systems, and proactive troubleshooting, significantly enhancing data governance.
- Creating and maintaining proper documentation and MoPs of activities to ensure consistency and efficiency. Also maintaining proper incident and problem management with thorough RC analysis.
- Collaboration with cross-functional teams to align database infrastructure with application development needs, streamlining operations and reducing database-related issues by 30%.
- Training and mentoring the DBA team, increasing their expertise in database architecture, performance tuning, professionalism and soft skills improving overall team productivity. Evaluating team goals, KPI and performance.

### **Database Administrator @ Ericsson - (MFS) | September 2022 - February 2024**

Served multiple local and international customers as Zong Paymax, Telenor EasyPaiza, MTN Africa/Rwanda.

- Administered Oracle, MySQL database environment of ultra high-transaction Ericsson Wallet Platform (EWP) stack.
- Improved query performance through advanced tuning and analysis, reducing query execution time by 25% and boosted overall database responsiveness for Production and Reporting databases.
- Applied reliable backup and recovery solutions on Disk and Tape drives, ensuring zero data loss with full, incremental, and incomplete backups, and enabling quick restoration.
- Configured standby databases (physical and logical) with Oracle Data Guard, enabling seamless and switchover during DR/BCP drills, consistently meeting RTO and RPO targets.
- Executed quarterly Database patching cycles across production, reporting, and UAT environments, maintaining 100% compliance with security and performance standards.
- Collaborated with business owners and technical teams for developing SQL reports and provide ongoing support to customer for maintenance activities, resulting in improved team efficiency.

### **Database Administrator @ Central Directorate of National Savings**

*On behalf of Paysys Labs Pvt. Ltd. (March 2019 - September 2022)*

- Planned, configured and administered multi-terabyte Primary and DR environments of Oracle, SQL Server and MySQL databases using Oracle RAC with Dataguard, SQL Server Always HA and MySQL replication ensuring optimal performance and high availability for mission-critical application and environments.
- Deployed highly effective real-time and proactive database monitoring, alerting system and 'corrective' actions with Oracle Enterprise Manager (OEM) 13c and through scripts.
- Strengthened database security and role-segregation of teams by effectively managing users, roles, privileges, granular access control and implementation of SOPs and Change management policies.

- Devised comprehensive backup and recovery strategies using RMAN, Data Pump and other type of dumps etc. for reliable backup solution on disk and tape drives.
- Optimized database performance through partitioning, SQL tuning and analysis using OEM, AWR, ADDM and Solarwinds DPA for large sized database maintaining scalability and improving performance up to 40%.
- Planned and implemented nationwide reporting solution through Oracle Goldengate, resulting in offloading of 50% traffic from OLTP database and improving Production and Reporting efficiency.
- Migration of Database environment hardware with Oracle Data guard.
- Led database, grid, and OEM patching cycles, ensuring up-to-date security and performance improvements.

### **Database Support Engineer @ Techaccess Pakistan | (May 2017 - January 2019)**

- Installed and supported multiple clients in Oracle Database, Oracle E-Business Suite (EBS), and Oracle Weblogic Forms and Reports, ensuring high availability and smooth performance across enterprise applications.
- Applied cloning, database, and application refreshes for Oracle EBS 11i, R12.1, and R12.2 using ADPATCH and ADOP
- Configured backup mechanism for Oracle Databases and EBS using RMAN and traditional Export/Import methods,
- Led the upgrade and migration of Oracle Databases and EBS to Release 12.2.x, ensuring compatibility and optimal performance with new features.
- Configured Data Guard for disaster recovery of both databases and Oracle EBS R12, enabling seamless failover and reliable data protection during critical events achieving zero data loss and meeting RTO/RPO objectives
- Automated administrative tasks and scheduling using shell scripting and Linux, improving operational efficiency by streamlining routine processes.

### **Oracle Applications DBA @ OA Consultants | (May 2016 - April 2017)**

- As an Apps DBA provided consultancy and support to variety of clients in Oracle Applications 11i/R12 on Windows and Linux, and Database 10g/11g, deployment, and disaster recovery (DR) setups.
- Executed Oracle ERP assessments, identifying and resolving performance bottlenecks to enhance system efficiency across diverse client environments.
- Cloned, patched and maintenance of Oracle EBS 11i/R12 environments, achieving system stability and updates.

### **Systems Engineer @ Engro Foods Ltd. | (September 2012 - April 2016)**

- Managing daily system/hardware and network operations of over 500 employees across Pakistan and Canada.
- Physical monitoring of Servers, equipment and Datacenter environment.
- Providing support for all Hardware and Software issues on Windows, Mac and mobile devices including Android, Blackberry, iOS etc. physically and remotely. Video conferencing troubleshooting
- Fixed IT Assets Management and reporting. Create support Documentation and SOPs
- IT Services KPI evaluation reporting and analysis to meet SLAs.
- Interdepartmental coordination of quarterly IT-DR drills at Engro Foods.

## **Education**

**B.S. Electronic Engineering** from Sir Syed University of Engineering & Technology, Karachi in **2010**

### **Certifications and Courses**

Oracle Certified Associate OCA.  
Data Science bootcamp from atomcamp  
Data Engineering bootcamp from atomcamp