Balamurugan S.
Mobile: +91-9940092491
Email: somubala2003@hotmail.com

SME - SQL Server DBA / Cloud DBA

Overall 15+ years IT experience, having 14+ years of experience as a SQL Server Database Administration for very large and complex production environments servers in **SQL server 2022 / 2019 / 2017 / 2016/ 2014 / 2012 / 2008 R 2 / 2008 / 2005 / 2000 / 7.0. / 6.5**.

Certifications:

- ✓ AZ-300 Microsoft Azure Architect Technologies
- ✓ MCDBA - Microsoft Certified Database Administrator
- ✓ MCITP - Microsoft Certified IT Professional
- ✓ Microsoft Certified Technology Specialist (MCTS) - SQL Server

CAREER PROFILE

- ✓ Technically competent IT Professional with comprehensive business and technical skill sets in diverse areas encompassing
  - o Defining technical strategy and plans for servers' build (Standalone/ Cluster) based on customers RFS requests.
  - o Considered a knowledge in gathering, analyzing, and defining business and functional requirements; creating metrics with designing / re-engineering database support processes, workflows, and technology solutions for operations.
  - o Monitoring database performance and recommending improvement. Maintaining the security model of the database.
  - o Preparing automated scripts for maintenance (Power shell/Shell-scripting etc)
  - o Provide technical expertise in Planning, Design, Implementation all migration tasks related to database.
  - o Participate in security and application troubleshooting and incident problem resolutions with other infrastructure teams, including storage, OS, Networking and application team.
- ✓ A quick learner having experience in working in multi-cultural and diverse background, self-motivated and team oriented and exhibits an honest work ethic with the ability to excel in fast-paced, time-sensitive environments.
- ✓ Worked closely with the client in orchestrating the entire cloud migration project which includes infrastructure and database movement.
- ✓ Cloud DBA support in Azure / AWS / GCP

Other Highlights:

- ✓ The largest shipping company A.P. Moller Maersk (APMM)) all system operations was totally impacted due to Ransom ware attach happened on June 27,2017 and recovered successfully 600+ SQL servers successfully. (www.maersk.com)
- ✓ Experience in Stand-alone, Cluster Installation, Configuration and Administration of all version of SQL Server versions.
- ✓ Involved and expertise in Database Migration, Up-gradation, Data Archival, DR management, Database audits, data transformation services in SQL Server BI Stack (SSIS/SSRS/SSAS).
- ✓ Understanding of DW concepts and Data Modeling.
- ✓ Good experience with implementing HADR solutions, High Availability of database servers using Failover clustering, Database mirroring, Always On, Replications and Log Shipping.
- ✓ Detail-oriented, organized and capable of prioritizing workload to complete multiple tasks and meet aggressive deadlines. Responsible for end user satisfaction with complete accountability of meeting the defined Service Level Agreements (SLA).

PROFESSIONAL EXPERIENCE

Technical SME SQL, InteleAnts LLC   **Jan 2022 - Till date**

Lead SME extensively support E-commerce business in US operations.

- ✓ Implement High Availability Disaster Technologies like AOAG, Clustering, Log shipping, Replication.
- ✓ Performed SQL server installation, upgrades, stand-alone and Cluster environments.
- ✓ Used ETL jobs for extracting, cleaning, transforming and loading data into DW environments for analysis, reporting
- ✓ SQL Patching, Security Implementations and management

- ✓ Perform database backups and recover data as per established SLAs.
- ✓ Identify system performance bottlenecks in SQL queries, I/O performance and hardware. Perform impact analysis and drive Root Cause Analysis (RCA) post-restoration of service.
- ✓ Create documentation for infrastructure / DB Architecture / Steps to handle Critical Issues handling during support.
- ✓ Manage supports PROD / QA / Stage and Development environment and standardize procedures.
- ✓ Automate repetitive tasks to ensure minimal business interruptions.
- ✓ Maintain infrastructure, Manage Dbs availability 99.99, and resolve performance issues.
- ✓ Working closely with application teams providing SQL support for running critical business application for online business.
- ✓ Migrated SQL 2019 to SQL 2022 Development and prod servers

Technical SQL DBA SME, Kyndryl Solutions Private Limited (IBM)　　　　　　　July 2013 to Jan 2022

KEY CAPABILITIES: Maintaining, Support & Leadership, Presentation, Customer Handling & Problem Solving
- ✓ Transitioned multiple accounts from US, Denmark, UK, France, Germany and China successfully.
- ✓ Performed Proactive Technical review across estate & fixed the underlying issues.
- ✓ Implemented multiple SIP (Service Improvement Plans), Automations & DPP (Defect Prevention Process) across the accounts
- ✓ Handled multiple accounts (APMM, O'Loreal, Danske Bank, Tata Steel, Michelin Tyres) SQL DBA Support end to end
- ✓ Delivered numerous technical and Process sessions to Team.
- ✓ Reviewed and approved the DBA changes. Achieved "0" Change Failures in our service line
- ✓ Provided Multiple Quality RCAs for Multiple accounts.
- ✓ Key Tech Panel Lead for Interviewing and selecting resources.
- ✓ Identifying and solving the Risks and Issues during the transition and business as usual accounts.
- ✓ Performed Technical Deep Dive, increased automation, reduced the incidents using DPP
- ✓ Delivered Design Authority Guidelines for New Accounts
- ✓ Implemented best practice in Incident / Problem / Change Management.
- ✓ Preparation and Management of Solution documents & Process Work Instructions for multiple accounts. RFS Project Plan Preparation and Effort Estimations
- ✓ Prepared and Managed Disaster Recovery Documents during the Malware attach.
- ✓ Handled multiple business critical Priority "1" issues and avoided the Business Impacts
- ✓ Ensuring high availability in a mission-critical Maersk production environment in a 24x7 support.

Lead Analyst DBA (SQL) | Bank of America　　　　　　　　　　　　　Nov 2009 to July 2013

- ✓ Was involved in the ongoing development, support and trouble-shooting of a handful of critical multi-terabyte data warehouse and reporting systems.
- ✓ Maintained logical and physical database structures including tables, views, partitioning, index, capacity planning, database links, table spaces and metadata
- ✓ Performed activities related to Oracle software including administration, installation, configuration, and tuning
- ✓ Administered more than 600 databases (VLDB) and Provided 24×7 database supports for all SQL Server Databases ensuring their database availability, integrity and security.
- ✓ Installed, configured, administered SQL 7.0 / 2000 / 2005 / 2008, 2008 R2 / 2012
- ✓ Logical backup and recovery using export/import from one instance to another.
- ✓ Trouble shooting Database performance tuning and database issues.
- ✓ Provide support and comfortable in configuring different external services that can be linked to the server such as mail notification, linked servers, DTS/SSIS package creation and altering the same as needed.
- ✓ Installing, upgrading and configuring SQL server, applying SP's and latest hot fixes.
- ✓ Experience in building database servers, applying, upgrade the SQL Servers and configuring the server parameters.
- ✓ Handle and execute Production changes with client co-ordination.

SQL DBA | IBM   **Jun 2009 to 08 Nov 2009**

- ✓ Provides 24x7 supports for all SQL Server Databases including Development, QA, UAT and Production environments.
- ✓ Performing system maintenance/ tuning for maximum performance.
- ✓ Ensuring their database integrity, security and availability. Support of large enterprise-wide high availability databases and data warehouses (300 GB minimum)
- ✓ Perform system monitoring, backups and restores, proactive database maintenance, database tuning and application of software patches.
- ✓ Provide technical assistance and leadership to developers and DBAs in SQL statement creation and optimization.
- ✓ Maintain and troubleshoot T-SQL, DTS packages and Functions and other SQL language related activities.
- ✓ Database backup & restore in case of database corruption, replication failure, and log shipping break up.
- ✓ Develop database specifications, documentation.
- ✓ Provides support and maintain SQL Server clustering and replication.
- ✓ Experienced with production system installation & configuration of SQL Server, performance monitoring using (SQL profiler, Performance dashboard, Perfmon, etc) and Index tuning.

IT – Specialist DBA | Fidelity National Information Services (FIS)   **Jun 2006 to Jun 2009**

- ✓ Maintaining and managing 1000 servers and perform day to day Database Maintenance tasks -- Database Monitoring, Backups, Space Management, Resource Utilization, responsible for performing object migration between all production database Servers.
- ✓ Keep data in synch in different locations which using the Transactional Replication.
- ✓ Implementation of system interoperability, data exchange, and process integration.
- ✓ Production support of technical requirements and maintaining and monitoring Log shipping.
- ✓ Troubleshoot Infrastructure issues related to SQL database server such as memory, CPU, I/O, Disk, etc. Monitor log files to proactively resolve issues.
- ✓ Scheduled changes on using the PMF's in different servers as per requirements on QA Servers / Production servers.

SQL DBA | Flextronics   **Jan 2006 - Jun 2006**
SQL DBA Consultant | Infosys Technologies Ltd   **Jun 2005 –Dec 2005**

EDUCATION

B.B.A | Madurai Kamaraj University.
Diploma in Application Programming | Brilliant's Computer's.
Diploma in Software Developer II | Maestro's.

Technical Skills

Databases	MSSQL SERVER 6.5 / 7.00 / 2000 / 2005 / 2008 / 2012 / 2014 / 2016 / 2017/ 2019 and ORACLE
Operating Systems	Windows NT / 2000 / 2003/ 2008 / 2008 R2 / 2012, 2022, Linux
Tools	Quest Lite speed, Legato, Fog light, BMC, Citrix, SQL Compare, Maximo, Visio
Domain Knowledge	Banking, Investment, E-commerce, Shipping, Insurance, HealthCare, IT, Manufacturing and Oil Industries
Cloud Services	EC2, VPC, Azure VM

Languages Known: English & Tamil | **Passport No:** L 6192056 with ECNR Stamping | Valid Up To: 19/11/2023 |
References: Available on Request