

## PARVEEN KUMAR

Over 22 years of experience in IT as OracleTrainer(Design, Deliver, Online/Classroom), Database Administrator, System Administrator, Software Analyst and Manager under Development, Testing, UAT and Production Environments in Education, Health Care, Energy, Banking, Data Warehousing, E-Commerce, Insurance and Supply Chain application areas. My wealth of experience ranges from Educating, production support, team leading, analysis and design to programming. My work experience has covered medium to large corporate in India, Switzerland, USA, Australia and New Zealand.

### Information Technology experience by client sector groups

Insurance	Pacific Life Insurance USA
Banking	UBS, Downey Savings USA
Education/ Training	Department of Education, H.P., India Asparona Ltd, New Zealand Transurban, Oracle University, Australia.
Health Care	Medtech Global
IT	Asparona, SQL Services, Medtech, Datacom, KLM Software Services, Datamatics, Fusion Software Inc., Disha Computer Centre India, HFCL India.
E-Commerce	Bigwords.com
Energy	Transpower, Genesis Energy, Trustpower, New Zealand.
Community Welfare	Preeti Nikunj, Shri Radha Krishan Sadan, India

My roles throughout career included Training, production support(database as well as systems), technical consultancy, Implementations, software development, team leading and team mentoring.

### Key projects and achievements include:

- Working as Oracle Trainer for Oracle Corporation Australia (Contracting).
- Designed and Implemented Highly available & scalable solutions (using oracle RAC, Dataguard, replication and Oracle Streams).
- Handled multiple clients simultaneously spread across different time zones. Interacted with and supported users at different levels. I have vast experience in consulting and client facing roles. Have implemented Software Applications on multiple clients.
- Managed multiple priorities and multiple tasks in complex and dynamic environments.
- Installed, configured, upgraded and patched different versions of Relational databases e.g Oracle, SQL-Server, Sybase and and integrated multiple technologies in multi tier environments.

Having a strong customer focus and being a nice team player, I understand how to make a balance in the team and I am able to accomplish assigned tasks in a timely and efficient manner. I have been independently and comfortably communicating effectively at all levels. The senior roles in various organisations which I held within the industry over the years have resulted in me a mature confidence and understanding when liaising with individuals and groups.

My qualifications include a Bachelor's degree in Electronics Engineering from Shivaji University, India and I have been thoroughly trained by industry giants like Oracle Corpn, Veritas, Microsoft for their respective technologies. My experience with Oracle Database is as old as Oracle database version 5 and as new as the latest release. My long consulting experience for reputed multinational companies speaks for itself. I got my ITIL certification as soon as I landed in New Zealand. Also, my quest for spiritual development and helping others has made me work for non-profit organization in past and same attitude has now dragged me to teaching profession so that I can share my knowledge and experience with

others. I love humans more than machines and going forward, would like to spend most of my time interacting with human beings.

ICT Skill Set	Range of Skills	Experience (Years)
Production Support	RDBMS(Oracle5-11gR2), Performance Tuning including SQL-Tuning, Manugistic Supply Chain Products, Veritas Clustering, Oracle RAC (11gR2) Oracle SOA(BPEL), Oracle Reports, Oracle Forms, real application clusters. Discoverer, Grid Control,Data Guard, ASM, Grid Infracture, Performance Tuning, SQL Tuning, ADDM, SQL Tuning Advisor, SQL Tuning Sets, Explain Plan, Auto trace, SQL Access Advisor, SPA, SPM, SQL Monitoring, RAT, Oracle identity Management on various flavours of operating systems UNIX/Linux/Windows.	12
Software Development	C, Pro*C, SQL*Forms, PL/SQL	3
Training Delivery/Teaching	Oracle Database, Performance Tuning, SQL/PLSQL Fundamentals and Programming and Grid/ASM/RAC, OATS and related courses. Also taught the course "Post Graduate Diploma in Computer Applications" in India.	4
Post Sales/Customer Service	Managing and delivering after sales support so as to meet SLAs. This included desktop and server support under MS-DOS, windows and Unix.	4
Community Work	Helping self and others in spiritual growth, travelling across India as per needs of organization. Actively participating in spiritual functions organized in various parts of the country	5

## Educational Qualifications:

Bachelor in Electronics Engineering with Distinction.  
(Shivaji University India) (Equivalent to NZQA - Level 7)

## Trainings/Certifications:

- ITIL V3 (Foundation) certification (2011).
- Veritas Cluster Server from Veritas, CA
- Oracle Trainer
- SQL-Server 7.0 from Microsoft Authorized Center, CA
- Certified Technical Consultant of Manugistics Supply Chain Products 7.x

## Work Authorization:

1. Indian citizen, NZ: Permanent resident, Australia : Have work rights.

## Clients and Project Summary

<b>Company</b>	Oracle University Australia. (Training across globe)
<b>Duration</b>	September 2012 onwards.
<b>Position</b>	Oracle Education Consultant.

Teaching the following course & more :

- i) All 11g and 12c database courses including Admin, Backups/Recovery, Performance Tuning, RAC, ASM, Clusterware plus more...
- ii) SQL , PL/SQL & Advanced PL/SQL.
- iii) Oracle JAVA.
- iv) SQL Tuning /Performance Tuning
- v) Oracle Application testing Suite (OATS).
- vi) Oracle Weblogic
- vii) All Oracle Enterprise Manager courses.
- viii)Linux Administration.
- viii)Oracle APEX courses.
- vix)Oracle Solaris Administration

### **Some of the customer feedbacks :**

1. This is the best oracle class I've ever taken.
2. Excellent presentation skills, great personality for teaching. I would gladly take another class from Parveen. Fantastic job.
3. I would say this is the best Oracle class I have ever had - and I have been going to them since 1999. The instructor is what made it the best. Hope to have Mr. Kumar for an instructor again some day.
4. Parveen is very very knowledgeable.
5. Instructor is quite practically knowledgeable with the concepts and provided us with important & useful information regarding implementing RAC. Happy to take any other courses from this instructor.
6. Excellent introduction to 12c new features
7. Excellent use of analogies. Always took time to explain foreign concepts. Kept theory from being too dry.
8. He is cool, skill full, took good example to understand topics/concepts, clarified the questions, I will prefer MR. PRAVEEN KUMAR for my next course.
9. Parveen is an extremely experienced and seasoned technocrat who is able to deliver the complex performance tuning course with ease. He has a lot of experience and was able to field any questions that we had and provide relevant answers. His course delivery style was very good, and I learned a lot. The I.T industry could use more trainers who operate like Parveen, he is one of the best trainers I've ever had.
10. Very Effective Instructor.

<b>Company</b>	SQL Services Ltd.
<b>Duration</b>	June 2012 - September 2012
<b>Position</b>	Oracle Database Administrator

Supporting multiple clients (Genesis Energy, Trustpower, Foxtel, TVNZ...) for SQL Services spread across Australasia. Responsible for Incident and Change Management for their customers and meeting the performance requirements. Further responsibilities included mentoring Junior DBA, day to day activities, interacting with customers and participating in On call roster. This contract was to cover an employee on leave.

<b>Company</b>	Medtech Global Ltd.
<b>Duration</b>	May 2011 - November 2011
<b>Position</b>	Sr. Oracle Database Administrator

Worked as Senior Oracle DBA (Included Oracle Apps). Apart from BAU role, responsibilities included working closely with the NCSPR (National Cervical Screening Program Register) team and maintaining Oracle Database & Oracle Applications (OC4J): SOA Suite, Oracle Reports and Discoverer. The application runs on 10g R3 and uses Oracle BPEL (10.1.3). Part of my role consisted of creating new environments and working closely with Development team. This role involved lots of interaction with client on daily basis. Medtech lost this contract with Ministry of Health (due to management reasons) and made everyone in the team redundant in November 2011.

<b>Company</b>	Datacom Systems Ltd.
<b>Duration</b>	September 2010 - May 2011
<b>Position</b>	Oracle Database Administrator

Designed and implemented the migration of Oracle Database (10g) from HP-UX to Windows 2008 R2 server. Also, implemented a DR solution using Oracle 10g Standard edition. This project for IAG, went live successfully.

Soon after Datacom got contract for Transpower, I joined the first onsite DBA team at Transpower. The responsibilities included BAU work with stringent SLA which consisted of but not limited to incident & problem management, Change & Release management. Transpower had about 160 databases running on Oracle 8i, 9i, 10g & 11g under IBM-AIX, Linux & Windows. Apart from day to day production support, job also involved performing On Call duties on a rotation bases. Responsible pro actively monitoring and keeping the databases UP & Running. The sizes of the databases ranged from few Giga Bytes to few Terra Bytes. Responsible for performance tuning and SQL-Tuning of the PL/SQL code. Studied, analyzed, suggested and implemented optimizer's various parameters with the help of 10046 & 10053 tracing. Generated and analyzed AWR & ASH reports. Used SQL Plan Analyzer and Sql Plan Management. Used ASM, RMAN, OEM Grid Control. Worked on Oracle Applications: Oracle Discoverer, Reports, Forms under 10g R1, R2 & R3. Used Nagios as Monitoring tool.

<b>Company</b>	KLM Software Services Inc., USA
<b>Duration</b>	April 2005 – May 2007
<b>Position</b>	Lead Oracle Database Administrator

- Handled multiple clients (BMS, Havi Global Solutions, McDonalds)
- Responsible for Management, job allocation, and coordination of Oracle teams.
- Mentored database team members.
- Allocated issues to respective team members.

- Installed and configuration of OEM Grid Control.
- Designed and implemented High availability solution using Oracle Dataguard.
- Installed, configured and maintained Oracle 10g / 9i databases.
- Implemented backup and recovery procedures using RMAN for Oracle databases and tested these regularly.
- Database Performance Management including SQL Tuning.
- Monitored the alerts and got these resolved in a timely fashion.
- Interacted with Development, test, change management and backup teams.
- Interacted with Oracle Support and also kept track of service requests submitted by DBAs via Oracle Metalink.

**Company**

Preeti Nikunj Shri Radha Krishan Sadan, India.

**Duration**

Oct 2004 - Mar 2005, Oct 2000 - Feb2003

**Position**

IT Manager (Volunteer)

A non profit organization dedicated to Community Welfare. This organization has many offices (Ashrams) in states of Himachal and Haryana. Founded more than 50 years back by Swami Santosh Atmanad Ji Maharaj, this institution has served thousands of people across globe to live a happy and peaceful life. Swami Ji fulfills spiritual needs of all his devotees belonging to different communities and faiths. Needless to say, ever since I associated with Swami Ji, my life has changed a lot. My life has become need based rather than want based. It has been transformed from self centered to others' centered. Though Swami Ji does not ask to run away from the materialistic world, He does teach how to be practical while taking care of others' interests as well. My responsibilities at Ashram included:

- To be content with whatever I have and help others in anyway I can.
- Reporting directly to Spiritual Head of the organization.
- Driving Swami Ji's vehicle as and when required.
- Travelling with Swami Ji across the nation.
- Planning, organizing, directing, controlling and evaluating the operations of information systems related activities for Ashram.
- Developing and implementing policies and procedures for audio & video recordings of all spiritual functions celebrated in different Ashrams at different occasions throughout the year.
- Meeting with heads of various departments of the Ashram to discuss system requirements, specifications, costs and time lines.
- Assembling and managing the Information Systems' team.
- Controlling the budget and expenditures of the Ashram as related to Information Technology.
- Training the IT team as and when required.
- Keeping myself updated with latest trends of IT as related to Ashram

**Company**

Datamatics India and Datamatics Inc. USA

**Duration**

March-2003 - September-2004

**Position**

Senior Software Analyst

Responsibilities included:

- Advertising the required positions for the project and interview candidates.
- Reporting to Project Manager.
- Successful implementation (including installation, upgradation, migration, Backups, Recovery, Performance/Tuning, Integration with Manugistics Supply Chain Products) Manugistics Supply Chain Applications. Under Oracle 8i, 9i, & 10g.
- Planning, organizing, directing, controlling and evaluating the operations of information systems and related activities for Manugistics University.
- Capacity Planning, estimating required Hardware & software, Licences, third party tools.
- Planning, installing, configuring and implementing Manugistics Supply chain products for clients.
- Handling multiple projects in parallel.

- Cross-training staff at the client site and at the Manu University.
- Interacting with Oracle DBAs and System Administrators to help them understand Manugistics Supply Chain applications.
- Working closely with Development team help them write optimized PL-SQL/shell scripts.
- Providing feedback to product development team so as to improve future releases.

<b>Company</b>	Bigwords Inc. USA
<b>Duration</b>	May 2000 - September 2000
<b>Position</b>	Oracle Database Administrator

Main Duties Included:

- Working closely with Development & QA team apart from interacting with Project Managers, VP technical and Junior DBAs.
- Designing, installing, configuring and maintaining Development, QA and live environments under Sun Solaris and NT environment (Oracle 8.x). Also looking after SQL-SERVER7.0.
- Writing and implementing stored procedures in PL/SQL.
- Managing the security for all environments.
- Performing Database Backup/Recovery and Database cloning using RMAN.
- Tuning the Database Operations. Range Based Partitioning for Large Tables.
- Automating the batch jobs required to be run regularly.
- Writing shell/SQL/PLSQL scripts for various day to day requirements.
- Working closely with the team involved in implementing Oracle Financials and provide them an interface with OLTP database and other required information.
- Making sure database be available 24x7 given the critical nature of E-Commerce.

<b>Company</b>	Downey Savings, USA
<b>Duration</b>	June 1999 - December 1999
<b>Position</b>	Database Administrator

Responsibilities Included:

- Planning, installing, upgrading and maintaining all the databases in production, development & testing environments.
- Designing physical Database, write, test and implement database creation scripts, managing the archived redo logs, Backups & Recovery.
- Writing UNIX/SQL scripts and integrate these as per the requirements.
- Creating different environments, write & implement backup scripts with proper integration with Operating Systems.
- Taking care of clustered as well as non clustered databases.
- Interacting with Director PC Programming, Managers for different departments, application developers, System Administrator, Testers & End Users.
- Taking proactive steps as and when required for production & other environments. enforcing security policies for database servers for different types of user.
- Managing space for all database servers.
- Helping the application developers in utilizing database server in best possible ways and cross training co-workers, documenting the DBA related activities.
- Automating the pre-written scripts on various database servers.
- Being the only DBA in the entire bank, was responsible for each application and project at every stage apart from regular DBA activities.

<b>Company</b>	Employer: Fusion SW Inc. USA
----------------	------------------------------

**Duration**

Client: Pacific Life Insurance Corp. USA.

October 1998 - May 1999

**Position**

Database Administrator

Contribution included:

- Developing a prototype of the Data Warehouse and then put it into production for the Annuity Department of Pacific Life Insurance Company.
- Setting up the technical environment for the project with the help of System Administrator. This involved installation of Oracle 8.0, Installation of front end tools like Crystal Reports, Oracle 8 clients, set up the oracle SQL\*NET to interact with front end applications, set up of ODBC drivers and making the link through for 16 bit and 32 bit applications etc.
- Integrating multiple technologies together. e.g. Popkins CASE tool (System Architect) for Data Modeling, IRIX 6.5 as OS, Oracle 8 as the RDBMS, Seagate Crystal Reports, DSS agent from Microstrategy and Data Mining Tools from Silicon Graphics.
- Interacting with Data Modeller, Application Developers, Project Manager, other team members and the end users.
- Studing the requirements for physical design of Data Warehouse, planned and estimated the resources for the same. Designed the physical database.
- Writing, testing and using the scripts to create the physical database. Creating the necessary schemas. Managing the security at Oracle and OS level with the assistance of System Administrator. Creating and managing the logical database objects (From the Output of CASE Tool). Creating and managing the indexes.
- Writing, testing and implementing the backups and recovery scripts for Oracle database. Integrated the Oracle backups with that of the operating system.
- Involving mixing up backups from NT and UNIX as well. Involved in day to day maintenance work for Oracle Server and Clients. Simulated a similar environment for testing.
- Optimizing the above database. Trained Oracle DBA from client side.
- Handing over charge to the client's DBA.

**Company**

Employer: Fusion Software India. Client: UBS, Switzerland

**Duration**

October 1997 - August 1998

**Position**

Database Administrator & Technical Support manager

Project: Global IT Project Portfolio Management (GITPPM) System. A web-centric application that gives the senior management a top-level view of the portfolio of projects existing In the IT divisions.

Responsibilities included:

- Studing the application requirements, planning the database as per these requirements, creating installation scripts for database installation
- Installing database Server and Clients software.
- Installing Reports Server and Developer 2000.
- Reviewing the object creation scripts provided by application developers and implementing them onto the database.
- Monitoring the behaviour of the database in the development environment
- Making required changes to meet the stringent response time requirements, and dividing the load of data tables and indexes evenly on the different table spaces and disks.
- Preparing the full installation script for the complete application to be installed at client's place. Involved extensive interactions with client's Database & System Administrators.
- Studing the functional and technical requirements of the project.
- Simulating the client end environment, to install Oracle on Windows NT 4.0 for developing and testing of the product.
- Setting up machines for front end as per the needs of the project e.g. installing Visual Basic & Netscape Communicator and providing ODBC link to Oracle.
- Designing the physical database and the necessary scripts for preparing the actual database creation

on the server.

- Creating the schemas as per the project requirements.
- Giving the appropriate access rights after forming a security policy for all the users.
- Regularly backing up the database. Offline once in a week, online daily.
- Designing and creating the oracle objects, necessary performance measures taken by suggesting appropriate modifications to these objects.
- Creating the objects in the database, analysing the performance for the application modules and oracle server, also fine-tuned so as to improve it.
- Day to day maintenance work for Oracle Server and clients.
- Installing and maintaining Oracle Report Server on Application Server.
- Installing and maintaining front end tools like Developer 2000 on oracle clients.
- Training the team members as and when required.

Apart from the above project, simultaneously assisted 2 more ongoing projects within the company. The first one used Oracle 8, and other one used Sybase as back end database servers. Responsible for integrating different technologies for these projects.

**Company**

Disha Computer Centre, India

**Duration**

July 1993 - October 1997

**Position**

Manager Systems/Sr. Systems Administrator

Responsibilities included:

- Executing Annual Maintenance Contracts for computer Hardware & Softwares with various clients across the state.
- Managing calls for Customer support with the help of 3 Software and 2 Hardware Maintenance Engineers.
- Interacting with big clients like Department of Telecommunications, Department of Police, Department of Education, Department of Environments and Department of Forests of the Government of India, and many private organizations.
- Training Hardware and Software Engineers for the current requirements.
- Visiting the client sites as and when required.
- Looking into the pending calls from various customers across the state.
- Providing technical consultancy to various customers.
- Providing technical assistance to the Education Division of the same company.
- Studing the technical needs of the organization and procure the necessary Hardware and Software from the respective vendors.
- Keeping track of all customer calls from the customers, analysing the faults and taking the pro active actions.
- Entertaining the prospects and explaining to them about the customer support procedures being followed and improving through continuous valuable feedback from customers.
- Performing recovery on the systems with crucial data.
- Performing the duties of Systems Administrator when escalated to me.

**Company**

HFCL India

**Duration**

Aug 1991 – July 1993

**Position**

Engineer

Description: HFCL (Himachal Futuristic Communications Limited) is one of the largest telecommunications equipment manufacturing company of the region.

Contribution: Responsible for Software Development in C & Maintenance of faulty telecommunications cards returned from the field. Developed Payroll package for the company in "C" apart from contributing in day to day repairs/maintenance activities. The payroll package was so optimized that a single 360KB floppy was enough to hold binaries and data for 1 year. Company put it into production straight away.



**Part Time:** Teaching the course “Post Graduate Diploma in Computer Sciences” at Government Polytechnic College, Kandaghat, Solan (Himachal Pradesh) as a Guest Lecturer.