Employer details:​

**​​A Shravani ​​**

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RICE. F.W Technologies Inc.

[www.ricefwtech.com](http://www.ricefwtech.com/)

Rajendra Goud Mala Atlanta, Georgia

Open for 2 days Onsite a week

**Professional Summary:**

Accomplished IT Professional as 17+ Years’ experience in IT industry as a SQL Server Architect, SQL Server DBA, Database Design, Azure Administration, and Production Application Support with Project Management skills on CMS, CRM and Finance and Telecom domains.

Worked extensively in Project Management & Infrastructure with RDBMS like MS-SQL server Database Administration, Architect, Database Migration, Server Builds and Migration, Azure Administration, PostgreSQL DBA, IIS Administration and Supporting Application infrastructure and design SME at functional level.

* Hands on experience on SQL Server Database Architect and Design in online Applications.
* Handled MS SQL Server, PostgreSQL Administration Activities in Production and QA environments.
* Hands on experience on performance tools SQL Perfmon, SQL Trace, SQL Server Profiler
* Hands on experience on sql monitoring tools Dynatrace, Idera,
* Configured and monitor Always on Availability group
* Active involvement in Configuring and troubleshooting Replication, Log shipping, Mirroring, Clustering/ Failover. SQL standalone installation.
* Experience on Transparent Data Encryption and SQL Server Change Data Capture
* Experience on Database Alignments as per business requirements.
* Experience on Build DB design framework to plan, create, configure, implementation, archive, retrieve, control, and purge data
* Manage DB Security with multi-layer applications with users.
* high-level integrated Database designs to meet requirements
* Experience on SQL Server Databases optimization and performance tuning.
* Experience on SQL Server Installation, Configuration and Troubleshooting
* Experience on SQL Azure Administration tasks.
* Database Migration between SQL SERVER to AZURE
* SQL Server and Database migration between lower versions to higher versions.
* Data transformation between SQL SERVER, ORACLE, PostgreSQL
* Provides Database/application and system, -level production support(24x7)
* Maintained high availability tools of SQL servers by proactively monitoring and resolve the critical SQL Server Performance, DB and Application Alerts in a support environment.
* Having Experience in creation of SQL and WEB Builds and deploying them to different environments like DEV (Developers Environment), SIT (System Integration Testing), UAT (User Acceptance Testing), Pre-Production and Production.
* Daily Interaction with Client, Developers and Test Teams to resolve the issues and attend triage calls. Having Experience on IIS Administration
* Expertise in handling the Service Requests, tickets by using ticketing tools
* Experience in T-SQL to create stored Procedures, Triggers, Cursors and Views
* Expertise in Net BACKUP Tool (Symantec Network Backup tool)
* Experience in Linux/Unix support applications

**CERTIFICATIONS:**

* Microsoft Certified Azure Administrator Associate.
* Microsoft Certified Azure Solutions Architect Expert
* Microsoft Certified Technology Specialist (MCTS - Microsoft® SQL Server 2005 - Implementation and Maintenance)
* Diploma in Computer Programming and Applications (Windows) from TULEC Computer Education (A Division of TATA InfoTech Ltd).
* SQL Server 2000 DBA from NIIT, Hyderabad.
* ORACLE 9i from ORBIT IT Consulting Private Limited, Hyderabad.
* Cloud Certification L1, Unix Basics, UNIX Shell Scripting for AEB, UNIX shell scripting, SQL Concepts, MS SQL Server, Advance MS SQL Server 2008, and MS SQL Server 2012 from Tech Mahindra e-Learning Certifications.

**EDUCATION:**

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| **Degree** | **University** | **Year of Passing** |
| Bachelor of Science degree with specialization of Mathematics | Osmania University | 30/11/1996 |

**TECHNICAL SKILLS:**

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| **Hardware** | PC, Rack Servers |
| **Operating Systems** | Windows Server 2012/2008 R2/2003, UNIX/LINUX |
| **Languages** | T-SQL, Power Shell Script |
| **Databases** | Microsoft SQL Server 2016/2012/2014/2008 R2, PostgreSQL and Oracle |
| **GUI** | SCOM |
| **Case Tools** | Visual Studio 2008, 2010, 2012 |
| **Web Related** | ASP.NET |
| **Tools & Utilities** | MS- SQL Visual Studio, Dynamics AX, ServiceNow,Net  Backup, Azure |
| **Domain Knowledge** | Database Administration and Project Management. |

**PROFESSIONAL EXPERIENCE:**

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| **12.** | **GE - P&W-THERMAL ENGINEERING** |
| **Client** | **GENERAL ELECTRIC INC, Atlanta, GA, USA** |
| **Role** | **DATABASE ADMINISTRATION** |
| **Organization** | **Tech Mahindra Americas Inc. USA** |
| **Duration** | **10/01/2020 – Till Date** |

**Responsibilities:**

* Handled SQL Server Database and PostgreSQL Administration Activities in Production and QAenvironment.
* Troubleshoot and resolve the SQL Server and PostgreSQL issue (CPU, Memory, Disk space issues, DB file space issues etc..) which are coming the alerts from IDERA monitoringtool.
* Database creation and DB maintenance in Cloud Environment (AWS) &Azure.
* Modify the existing DB Architect and Design as per businessrequirement.
* Coordination with multiple teams like (Architect, Developers, sustaining,testing)
* SQL Server DBs migration between old versions to newversion.
* Create and configure Logical SQL servers, Database, Elastic pools in AzureCloud.
* Deploy builds on multiple databases in AzureCloud.
* Manually take the schema and data backups of the database and restore/copy database and restore deleted database in AzureCloud.
* Import and Export data within Azure Cloudenvironment
* Migration of database from on premise to Azure Cloudenvironment
* Setup maintenance plans for database using Azure Elastic jobs and Azure automation methods.
* Troubleshoot and resolve the M&D Production and Staging SQL server performance issues (slow running SPs and queries) which are received from endusers
* Databases Queries optimization on Prod and QA SQL Servers and PostgreSQL as request from application Users andDevelopers
* Configure and troubleshoot the Replication between Production and DisasterRecover.
* Database’srefreshanddeploymentsinDEV/TESTenvironmentsasdemandedbySQA
* team.
* Troubleshoot and resolve the SQL Server and Application issues while testing the applications
* Monitor successful completion of Database Backups (Daily - Differential / Weekly - Full) and maintain backupstatistics.
* Create and publish the technical documents ontSpace.
* Project Management &Infrastructure.
* Daily interaction with Client and Developers by attending the scrumcalls.

# Environment: Database: SQL SERVER, PostgreSQL, Oracle O/s: Windows Server 2012, 2014, 2008 R2

Cloud: AWS and Azure

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| **11.** | **Project Name: PRISM (Q Messenger/Chatbot support)** |
| **Client** | **AT&T Services Inc** |
| **Role** | **Database Administrator & Q &ChatbotSupport** |
| **Organization** | **Tech Mahindra, India** |
| **Duration** | **07/06/2018 – 31/12/2019** |

**Responsibilities:**

* Provides application and system, -level production support (24x7) for Q/Chatbot at AT&T
* Modify the existing DB Architect and Design as per businessrequirement.
* Coordination with multiple teams like (Architect, Developers, sustaining,testing)
* Database Administration and Database InfrastructureUpgrades.
* Troubleshooting issues occurred with the database in Azure Cloudenvironment
* Suggest Cost optimization solution in Azure PAASenvironment
* Enabling and Managing data masking and encryption in Azure cloudenvironment
* Enabling Geo replication to ensure availability of the Azure database as DRplan
* Enabling long time retention backup policy for Azuredatabase
* Creation of indexes, Partitions of the data in the Azuredatabase
* Monitor the health check of the SQL server and review and applyazure
* recommendation
* Enabling and managing query store for the azure SQLdatabase
* Configured and Maintained SQL Server 2016 AzureVMs
* Configured Always on Availability group for failover within and cross region inAzure
* Configure and maintained Azure SQL ServerDatabase.
* Database upgrades and LoadBalancers
* Deploys necessary code and infrastructure upgrades during established maintenance windows.
* Primary contact and ability to quickly recover application during anyoutage.
* Deploy Q/Chatbot customization components, including: SWM (deploymentkits).
* Maintain and enhance system availability through the systemlifecycle.
* Project Management &Infrastructure.
* Daily interaction with Client and Developers by attending the scrumcalls.
* Create and publish the technical documents on tSpace.

# Environment: Database: SQL Server, Oracle, Casandra, O/s: UNIX, LINUX, Windows Server 2012, 2014, 2008 R2

Languages: Java Scripting, Unix Shell Scripting Cloud: AWS and Azure

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| **10.** | **Project Name: Thunderbird-PAS (Database Administrator / Production Application Support)** |
| **Client & Location** | **AT&T ACC Business, Rochester, NY, USA** |
| **Role** | **Database Administrator** |
| **Organization** | **Tech Mahindra Americas Inn.** |
| **Duration** | **01/04/2015 –29/05/2018** |

**Responsibilities:**

* Modify the existing DB Architect and Design as per businessrequirement.
* Database migrations between Old versions to Newversions.
* Handled SQL Server Database Administration Activities inProduction.
* Monitoring and Improve performance of the databases andapplications
* Configure and troubleshoot the Replication between Production and DisasterRecover.
* Databases refresh in DEV/TEST environments as demanded by SQAteam.
* Troubleshoot and resolve the SQL Server and Application issues while testing the applications
* Monitor successful completion of Database Backups (Daily - Differential / Weekly - Full) and maintain backupstatistics.
* Create and publish the technical documents on tSpace.
* Project Management &Infrastructure.
* Daily interaction with Client and Developers by attending the scrumcalls.

Environment: Database: SQL Server 2014/2012/2008/2008 R2/2000, MS-Access, Backup Tool: Symantec NetBackup 7.7

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| **9.** | **Project Name: Database Migration & Mirroring Configuration** |
| **Client & Location** | **Apple Inc, Sunnyvale, CA, USA** |
| **Role** | **Database Administrator** |
| **Organization** | **Tech Mahindra Americas Inn.** |
| **Duration** | **03/16/2015 – 03/31/2015** |

**Responsibilities:**

* Modification of Database Design as per business requirement.
* Migration DBs from SQL server 2008R2/12 to SQL Server2014
* Installing SQL Server and configure DBs in test and production environment
* Configure the Mirroring between SQL server instances with Witness
* Test the application after configuring the mirroring
* Create technical and Migration Documents.

# Environment: Database: SQL Server 2012 / 2014 O/s: Windows Server 2012, 2014, 2008 R2 Languages: NET Framework

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| **8.** | **Project Name: CFIT (Corporate Finance IT)** |
| **Client** | **MICROSOFT Ltd** |
| **Role** | **Database Administrator, IIS Administration and Team Lead** |
| **Organization** | **Tech Mahindra, India** |
| **Duration** | **08/2014 – 01/2015** |

**Responsibilities:**

* Troubleshoot and resolve the SQL Server and Application issues while testing the applications
* Create the tickets for Server Procurement and Server Builds on Test/UAT/Prod environments
* Deploy the builds in Test/UAT environments
* Daily interaction with Onsite team
* SME to monitor the SCOM alerts.

# Environment: Languages: C#, .NET Framework Database: SQL Server 2012 / 2008 R2O/s: Windows Server 2012, 2008 R2 | WEB: IIS 7.5 | Cloud: Azure

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| **7.** | **Project Name: Microsoft Business Solutions (Release and Deployment)** |
| **Client** | **MICROSOFT Ltd** |
| **Role** | **SQL Server Database Administrator, IIS Administration and Technical Lead** |
| **Organization** | **Tech Mahindra, India** |
| **Duration** | **09/2013 – 08/2014** |

**Responsibilities:**

* Perform SQL/Azure and WEB Deployments in DEV, SIT, UAT, Pre-Productions environments.
* Responsible for resolving the end users Application and SQL issues within the client specified SLA’s and expertise in handling thetickets.
* Performed tasks like security updates, password changes and user access to applications and SQL server.
* Providing 24/5 Support for Development & Test Servers of MSSQL Servers.
* Performed Back-ups, Restores, Scheduling, Maintenance and Disaster Recovery planning for SQL.
* Install, configure, administer, and manage SQL Server 2008/2012 databases in Dev, SIT, UAT, Pre-Prod Environments.
* Implemented the log shipping and replication as high availability option for critical applications.
* Data refresh as demanded by SQA team.

SME to monitor the SCOM alerts

* Perform PCI audit proof submission and bug fixes.
* Create the troubleshoot documents.

# Environment: Languages: C#, .NET Framework Database: SQL Server 2012 / 2008 R2

**Tools: Microsoft Dynamics AX, Share point 2012 O/s: Windows Server 2012, 2008 R2WEB: IIS 7.5 | Cloud: Azure**

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| **6.** | **Project Name: Valid License Order Management (VLOM) and Microsoft End User Reporting Tool(MERT)** |
| **Client** | **Microsoft** |
| **Role** | **SQL Server & IIS Administration (Production L3 Support)** |
| **Organization** | **Tech Mahindra, India** |
| **Duration** | **01/2012-08/2013** |

**Responsibilities:**

* Worked as a Technical Lead in the project guiding team members functionally and technically on Order Management and MERT applications and SQL Server 2008/2012 and IIS Administration.
* Handled SQL Server DBA Activities in Production.
* Troubleshoot and resolve the SQL server and Application related issues in Production Environment.
* Responsible for resolving customer issues within the client specified SLA’s and expertise in handling the tickets.
* Fixing all the tickets/bugs that may arise in production.
* Performedtaskslikesecurityupdates,passwordchangesanduseraccesstoapplicationsand
* SQL server in Production Servers.
* Monitoring and Improve performance of the databases and applications.
* Configure and troubleshoot the Replication, Log shipping and Mirroring
* Monitor the SCOM Alerts, disk spaces issues and health of SQL Servers
* Interaction with End users and Developers regarding the Application and SQL Issues
* Maintain the Database Backups in Production environment.
* Perform PCI audit in Production Servers.

# Environment: Languages: C#, .Net Database: SQL Server

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| **5.** | **Project Name: Microsoft End User Reporting Tool (MERT) (Release Management)** |
| **Client** | **Microsoft** |
| **Role** | **Team Lead and SEB** |
| **Organization** | **Wipro Technologies, India** |
| **Duration** | **01/2011-10/2011** |

**Responsibilities:**

* SQL Server up gradation from SQL Server 2000 to SQL Server2008
* OS up gradation from Windows Server 2003 to Windows Server2008
* SQL Server Data Migration from SQL Server 2000 to SQL Server2008
* SQL Server 2000/2005/2008 Installation, Configuration and Troubleshooting
* DTS Packages up gradation to SSIS Packages and Create and Maintain SSRS
* Taking the Database backups from Production and Restore in SIT/UAT environments.
* Monitoring and Improve performance of the databases and applications
* Configure and troubleshoot the Replication, Log shipping and Mirroring
* Configure and Maintain SQL Jobs & IIS configuration and Administration in WEB Application servers.
* Deploy the latest builds in SQL and WEB Servers in SIT / UAT Environments.

# Environment: Languages: C#,.Net

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| **4.** | **Project Name: SIEBLE CRM and GSX Applications** |
| **Client** | **Microsoft** |
| **Role** | **SQL Server DBA and SBE (Lead)** |
| **Organization** | **Wipro Technologies, India** |
| **Duration** | **08/2010-12/2010** |

**Responsibilities:**

* + Troubleshooting the SQL server related issues in UAT/SIT environments

# SQL Server 2000/2005/2008 Installation, Configuration and Troubleshooting

* + IIS Administration and Configure and Maintain the IIS in WEB Application.

# SQL Server Data Migration from SQL Server 2005 to2008

* + Taking the Database backups from Production and Restore in UAT environment.
  + Monitoring and Improve performance of the databases and applications
  + Configure and troubleshoot the Replication, Logshipping
  + Configuring and Maintaining SSRS and SQL Jobs
  + Interaction with Clients and Developers regarding the SQL Issues

# SQL and Application Build Deployments in UAT/SIT environments.

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| **3.** | **Project Name: MBSIT PLATFORM SUPPORT (Release Management)** |
| **Client** | **Microsoft** |
| **Role** | **SQL Server DBA and SBE (Lead)** |
| **Organization** | **Wipro Technologies, India** |
| **Duration** | **02/2008-07/2010** |

**Responsibilities:**

* Deployed SQL Builds like SSIS packages, SQL scripts and application files to the environment.
* Troubleshooting the SQL server related issues in UAT/SIT environments

# SQL Server 2000/2005/2008 Installation, Configuration and Troubleshooting

* IIS Administration and Configure and Maintain the IIS in WEB Application.

# SQL Server Data Migration from SQL Server 2005 to2008

* Taking the Database backups from Production and Restore in UAT/SIT/Pre-Production environments as demanded by SQA team

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| **2.** | **Project Name: Customer Relationship Management (CRM) & Financials** | |
| **Clients** | **700Credit, California & Aim Corporation, Texas** | |
| **Role** | | **Senior Database Administrator (Team Lead)** | |
| **Organization** | | **Halcyon Technologies, Hyderabad** | |
| **Duration** | | **08/2006-01/2008** | |

**Responsibilities:**

* Handled SQL Server DBA Activities in Production.
* Database Design, Implementation, Developing Application
* Maintain Database Backups/Recovery
* Experience in T-SQL, Create Stored Procedures, Triggers, Cursors and Views
* Installation of SQL Server 2000/2005 and create and maintain Schedule Jobs
* Monitoring and Improve performance of the databases and applications
* Configure and troubleshoot the Replication, DTS, Log shipping.