CONTRACT

by and between

CUYAHOGA COUNTY, OHIO

and

FLAIRSOFT LTD.

THIS AGREEMENT (the "Contract") is made and entered into this 01 day of March 2013, by and between Cuyahoga County, Ohio ("the County") on behalf of the Cuyahoga County Department of Children and Family Services and Flairsoft LTD, ("Flairsoft"), an Ohio corporation with its principal place of business at, 7720 River Edge Dr, Suite 200, Columbus, Ohio 43235.

WHEREAS, the County has an need for Professional Services – Oracle Data Base Administrator, at the Department of Children and Family Services, as outlined on the attached Proposal, attached hereto and incorporated by reference herein as Schedule A; and

WHEREAS, Flairsoft services is provided under the State of Ohio STS # ODPS 12-194; and

WHEREAS, the County desires to avail Flairsoft services and Flairsoft is willing to provide such services to the County all upon the terms and conditions set forth herein.

NOW, THEREFORE, in consideration of mutual promises contained herein and other good and valuable consideration, the receipt and sufficiency of which is hereby acknowledged, Flairsoft and the County agree as follows:

ARTICLE I – AGREEMENT AND TERM

1.1 Scope of Agreement. During the term of this Contract, Flairsoft shall provide to the County under this agreement with Professional Services – Oracle / DBA, as detailed in Flairsoft's Proposal, attached hereto and incorporated by reference herein as Schedule A, insofar as the terms of Schedule A concur with this agreement. In the event that a discrepancy exists between the terms of Schedule A and this agreement, the terms of this agreement will be controlling and binding.

1.2 Term. The term of this Contract shall commence as of March, 2013; and, unless earlier terminated in accordance with the provisions of this Contract, shall continue in effect for six month from the date of commencement, not to exceed 860 hours. (3/1/13 – 8/31/13), the cost of this contract shall be in an amount not to exceed Seventy Thousand Five Hundred Twenty Dollars and Zero Cents ($70,520.00).

ARTICLE II – ADDITIONAL SERVICES

2.1   At the request of the County, and with the consent of Flairsoft, Flairsoft may also provide further technical, operational or other assistance on a consulting basis to the County, but such services would require an amendment to this Agreement between the County and Flairsoft. Such request should be notified to Flairsoft at least 15 days in advance.

ARTICLE III – PAYMENT AND INVOICING

3.1   Payment. During the term of this contract, the County shall pay, the costs associated with custom services monthly upon receipt of invoice from Flairsoft and after the initial contract approval of the County Executive.

3.2   Invoicing. Flairsoft shall invoice the County monthly *Bi-Monthly* and shall submit original invoice(s) to the following address:

> Cuyahoga County Department of Information Technology
> Business Department
> 1255 Euclid Avenue, 4th floor
> Cleveland, Ohio 44115

ARTICLE IV - INDEMNITIES AND LIABILITIES

4.1 Subcontracting. This Contract was awarded to Flairsoft based upon Flairsoft's unique qualifications and skills, and no task required to be performed under this contract by Flairsoft shall be subcontracted to third parties without the express written consent of Cuyahoga County.

4.2 Indemnification. Flairsoft shall agree to release, indemnify and to hold harmless Cuyahoga County, and any and all officers, agents, servants or employees thereof, from any and all responsibility or liability for Flairsoft gross negligence or willful misconduct under this contract.

ARTICLE V - DISPUTE RESOLUTION AND TERMINATION

5.1 Dispute Resolution.

> a)   In the event of any dispute or disagreement between Flairsoft and the County, either with respect to the interpretation of any provision of this Contract or with respect to the performance by Flairsoft or the County hereunder, which cannot be resolved in the normal course of business, then upon written notice of either party, each party will appoint a designated officer whose task it will be to meet for the purpose of endeavoring in good faith to resolve such dispute or to negotiate for an adjustment to such section or provision of this Contract. The designated officers shall meet as often as the parties reasonably deem necessary in order to gather and furnish to the other all information with respect to the matter in issue which the parties believe to be appropriate and germane in connection with its resolution. Such officers will discuss the problem and/or negotiate the applicable section or provision without the necessity of any formal proceedings relating thereto. During the course of such negotiation, all reasonable requests made by one party to the other for information will be honored in order that each of the parties may be fully advised in the negotiations. The specific format for such discussions will be left to the discretion of the designated officers but may include the preparation of agreed upon

statements of fact or written statements of position furnished to the other party. No formal proceedings for the binding arbitration of such dispute may be commenced until (i) resolution as contemplated in this clause has been unsuccessful and (ii) either of the parties concludes in good faith that amicable resolution through continued negotiation of the matter in issue does not appear likely and so notifies the other party.

(b)   The rights and obligations of the parties under this provision shall not limit either party's right to terminate this Contract as may be otherwise permitted hereunder.

5.2   Termination for Default.   Either party may terminate this Contract, in whole or in part, whenever such party determines that the other has failed satisfactorily to fulfill its obligations and responsibilities hereunder and is unable to cure such failure within a reasonable period of time, not to exceed thirty (30) calendar days or such longer period of time as may be specified in writing by the terminating party, taking into consideration the gravity and nature of the default. Such termination shall be referred to as "Termination for Default". Upon determination by either party hereto that the other has failed to satisfactorily perform its obligations and responsibilities hereunder, the party seeking termination shall notify the defaulting party in writing of the failure and of the time period that has been established to cure such failure, which time period shall be not less than ten (10) days. If the defaulting party is unable to cure the failure within the specified time period, the party seeking to terminate may, by giving written notice thereof to the defaulting party, terminate this Contract, in full or in part, as of the date specified in the notice of termination. Flairsoft, however, shall be paid for all services and/or materials provided on or prior to the date of termination.

5.3   Termination for Financial Instability. In the event that Flairsoft becomes financially unstable to the point of (i) ceasing to conduct business in the normal course, (ii) making a general assignment for the benefit of creditors, or (iii) suffering or permitting the appointment of a receiver for its business or its assets, or there is a filing by or against Flairsoft of a meritorious petition in bankruptcy under any bankruptcy or debtor's law, the County may, at its option, immediately terminate this Contract under Section 5.2, the "Termination for Default" clause, by giving written notice thereof.

5.4   Termination for Convenience. The County may terminate this Contract or any order under this Contract for its convenience and without cause. Any notice of termination will be effective 30 days after the Contractor receives it. If the termination is for the convenience of the County, the Contractor will be entitled to compensation for any Deliverable that the Contractor has delivered before termination.

ARTICLE VI – ADHERENCE TO ELECTRONIC SIGNATURE POLICY OF COUNTY

6.1 By entering into this Contract, Flairsoft, its officers, employees, subcontractors, sub-grantees, agents or assigns, to conduct this transaction by electronic means by agreeing that all documents requiring county signatures may be executed by electronic means, and that the electronic signatures affixed by Cuyahoga County to said documents shall have the same legal effect as if that signature was manually affixed to a paper version of the document.

6.2 Flairsoft further agrees to be bound by the provisions of Chapter 304 and 1306 of the Ohio Revised Code as they pertain to Electronic Transactions and to comply with the electronic signature policy of Cuyahoga County.

ARTICLE VII – MISCELLANEOUS

7.1 <u>Notices</u>. Wherever one party is required or permitted to give notice to the other pursuant to this Contract, such notice shall be deemed given when delivered by hand, via certified mail with return receipt requested, via overnight courier with signature required, and addressed as follows:

In the case of the County:

Cuyahoga County Department of Information Technology
ATTN: Jeff Mowry, CIO
1255 Euclid Avenue, 4th Floor
Cleveland, Ohio 44115

In the case of Flairsoft:

Dheeraj Kulshrestha, President & CEO
Flairsoft LTD
7720 River Edge Dr, Suite 200
Columbus, Ohio 43235

Either party may from time to time change its designated recipient or address for notification purposes by giving the other party written notice of the new designated recipient or address and the date upon which it will become effective.

7.2 <u>Severability</u>. If, and only to the extent that, any provision of this Contract is declared or found to be illegal, unenforceable or void, then both parties shall be relieved of all obligations arising under such provision, it being the intent and agreement of the parties that this Contract shall be deemed amended by modifying such provision to the extent necessary to make it legal and enforceable while preserving its intent. If that is not possible, another provision that is legal and enforceable and achieves the same objective shall be substituted. If the remainder of this Contract is not affected by such declaration or finding and is capable of substantial performance, then the remainder shall be enforced to the extent permitted by law.

7.3 <u>Waiver</u>. No delay or omission by either party in the exercise of any right or power shall impair any such right or power or be construed to be a waiver thereof. A waiver by either of the parties of any of the covenants, conditions or agreements to be performed by the other or any breach thereof shall not be construed to be a waiver of any succeeding breach thereof or of any other covenant, condition or agreement herein contained. No change, waiver, or discharge hereof shall be valid unless in writing and signed by an authorized representative of the party against which such change, waiver, or discharge is sought to be enforced.

7.4 <u>Survival of Terms</u>. Termination or expiration of this Contract for any reason shall not release either party from any liabilities or obligations set forth in this Contract which (i) the parties have expressly agreed shall survive any such termination or expiration, or (ii) remain to be performed or by their nature would be intended to be applicable following any such termination or expiration.

7.5   Record Audit Retention.   Flairsoft agrees to make all pertinent contractual books and records and other documents pertaining to this Contract available to the County and its designated agents for purpose of audit and examination upon reasonable request during the term of this Contract and for a period of two (2) years from the expiration date or final payment under this Contract, whichever is later; provided however, that should Flairsoft be notified that an audit has been commenced pursuant to Ohio Revised Code Sec. 117.11 during said period, for which the aforesaid books and records are material, the aforesaid records shall be retained pending the completion of said audit.

7.6   Headings and Interpretation. The article and section headings used herein are for reference and convenience only, and shall not enter into the interpretation hereof.

7.7   Governing Law. This Contract shall be subject to interpretation under the laws of the State of Ohio.

7.8   Social Security Act.   Flairsoft shall be and remain an independent Flairsoft with respect to all services performed hereunder and agrees to and does hereby accept full and exclusive liability for payment of any and all contributions or taxes for social security, unemployment insurance, or old age retirement benefits, pensions, or annuities now or hereafter imposed under any Local, State or Federal Law which are measured by the wages, salaries, or other remuneration paid to persons employed by the Flairsoft for work performed under the terms of this contract and further agrees to obey all lawful rules and regulations and to meet all lawful requirements which are now or hereafter may be issued or promulgated under said respective laws by and duly authorized State or Federal officials; and said Flairsoft also agrees to indemnify and save harmless Cuyahoga County from such contributions or taxes or liability.

7.9   Assignment.   Flairsoft shall not assign, transfer, convey or otherwise dispose of this Contract, or its right to execute it, or its right, title or interest in or to it or any part thereof, or assign, by power of attorney or otherwise, any of the monies due or to become due under this Contract without approval of the County Executive.

7.10   Contract Processing.   Flairsoft shall submit one (1) original contractual agreement with original signatures to the following:

<div style="text-align:center">

Cuyahoga County Department of Information Technology
ATTN: Business Department
1255 Euclid Avenue, 4th Floor
Cleveland, Ohio 44115

</div>

7.11   Commencement of Contract Performance.   In order to protect the interest of Cuyahoga County this contract must be executed by the County Executive before compensation for the services or products set forth in this contract can be provided. In the event that services are provided by Flairsoft prior to the execution of this agreement by the County Executive, the same will be provided at Flairsoft's risk, and payment therefore cannot, and will not, be made unless and until this agreement is approved by Cuyahoga County. Upon approval by the County Executive of this contract, however, any and all prior performance under this contract shall be deemed ratified and said performance shall be deemed to be included in this contract. Payment(s) for said prior performance shall not increase the amount of the contract limit.

7.12 Entire Agreement and Modification. This Contract, including any Schedules and documents referred to in this Contract or attached hereto, each of which is incorporated herein, constitutes the entire and exclusive statement of the agreement between the parties with respect to its subject matter and there are no oral or written representations, understandings or agreements relating to this Contract which are not fully expressed herein. The parties agree that any other terms or conditions included in any quotes, acknowledgments, bills of lading or other forms utilized or exchanged by the parties shall not be incorporated herein or be binding unless expressly agreed upon in writing by authorized representatives of the parties. No modification, change or amendment hereof shall be valid unless such is in writing and signed by the authorized representative of the party against which such modification, change or amendment is sought to be enforced.

THIS AGREEMENT shall be subject to interpretation under the laws of the State of Ohio, and is subject to the review of the County Prosecutor's Office as to legal form and correctness.

IN WITNESS WHEREOF, THE County and Flairsoft have each caused this Contract to be signed and delivered by its duly authorized representative as of the date first written.

FLAIRSOFT LTD   **CUYAHOGA COUNTY, OHIO**

Edward FitzGerald, County Executive

BY: _____   BY: _____
Nick Kulshrestha, VP Operation   Edward FitzGerald, County Executive

Schedule A

March 1, 2013

Fady Asfour
Information Services Center
1255 Euclid Avenue
Cleveland, Ohio 44115

Subject: Professional services- Oracle DBA Staff Augmentation for Division of Children and family services.

Dear Fady,
Thank you for giving us an opportunity to serve your agency for providing the services of *Oracle DBA* to engage through our State Term Schedule for the Cuyahoga County Information service center.

Flairsoft is Columbus Ohio based LLC specializing in project management, mentoring, IT and staffing solutions for public sector and private clients. Flairsoft's clients include *Office of Information Technology, Job and Family Services, The Ohio State University, eTech commission of Ohio, Department of Health, OPERS, Lockheed Martin Mission Systems, AEP, Nationwide, EDS, Deloitte, Mettler Toledo etc.* We are certified by DAS as an MBE company.

Flairsoft brings a team of experienced resources, who have proven track record and work experience which is a distinctive advantages to State for day-to-day project management, continuity and knowledge transfer for this engagement.

Our consultants have added tremendous value to some of the major State initiative like MMIS OIT, OAKS, MITS ODJFS, and ATPS in addition to continued support to Ohio Department of Insurance, Health & Education.

Flairsoft has a proven history of defining and producing innovative and cost effective IT solutions in Health Care, Education & Public Safety domain. We have a unique ability to attract and retain high-caliber IT professionals and, as a small business with low overhead, we are consistently able to provide talented professionals (both individuals and teams) at very competitive prices. *Flairsoft is currently managing a number of Staff augmentation and fixed cost projects for public agencies and State of Ohio.*

We are submitting one best qualified resource **Mr. SRI HARSHA who is a local Cleveland candidate and has reviewed the job description for the DBA position (Resume enclosed at Appendix - A).** The rate quoted assumes minimum engagement of approximately **860** hours projected for **FY13.**

Below is the pertinent information regarding our proposal:

POSITION	**Oracle DBA**
State Term Schedule #:	534289, Valid through 6/30/2013
OAKS ID	74523
NIGP Code:	964-00-99-033-1
	Professional IT Services Data Processing Related
MBE Certification:	31-1794085 by DAS, OHIO
STS Positions	Database Eng./Admin I
STS Hourly Rate:	**$127.0**
Discounted Hourly Rate:	**$82.0**

PROFESSIONAL FEE

STS Category	Minimum Hours	STS Approved Rates	Discounted Hourly Rate	Total Cost
Database Eng./Admin I	860	$127.00	$82.00	$70,520

PAYMENT TERMS

1. Consulting fee will be billed on bi-monthly basis, by the end of every two weeks, based on the number of hours worked by the consultant, as per the time sheet, based on the above hourly rate.
2. Flairsoft will be paid semi-monthly for the consulting services following the receipt of the invoice, status report and approved consultant's time sheet.
3. Flairsoft is already set up for a direct deposit payment (EFT) with State of Ohio. We would request to pay us through EFT for this engagement also.
4. The payment terms are net 30. We will appreciate an early payment, if possible.

COMMITMENT FOR CONTRACTUAL OBLIGATION

Flairsoft consultant shall use all reasonable efforts to deliver the scope of work including deliverables as directed by the project manager on time & material basis to comply with contractual obligation set forth by Cuyahoga County and their staff from time to time. Flairsoft consultant will provide weekly status or printed documentation to the Project Manager. The consultant will be responsible to participate in meeting with personnel or groups recommended by the project manager. Weekly printed timesheets and status reports will be reviewed and signed by the project manager and will accompany invoices submitted to PMO for payment.

Flairsoft has been providing similar engagements services to the state and has been fulfilling contractual obligations with other local agencies, like ODJFS, OIT ODE, ODH,

OBM, ODPS, OPERS and eTech commission of Ohio for **similar engagements since 2004.** Flairsoft has been requested and awarded additional projects for similar engagements.

Should you require any clarification, please do not hesitate to contact **Nick at (614) 519 8734 or Courtney at (614)-406-0026**

Sincerely,

Dheeraj Kulshrestha
Managing Partner

SRI HARSHA

SUMMARY:

Mr. Harsha has Over 8+ years experience in the Information Technology field, with comprehensive hands-on expertise in development, production database administration and database application development. Repeatedly demonstrates the ability to apply technical skills for the achievement of tactical and strategic business solutions, and also leverages managerial and interpersonal skills to motivate, direct and inspire project teams. With experience in both Finance and Healthcare across a wide variety of systems and companies from large to small, I am seeking a new challenge to call upon my technical skill set.

- **Extensive hands-on and managerial experience in the design, construction and deployment of data warehouse systems.**
- **Experience in full life cycle of database administration. Worked both as a development and a 24x7 Production Support DBA.**
- Experience in Oracle Real Application Clusters (RAC) Installation, administration, troubleshooting and Performance tuning in 10g and 11g.
- **Worked on data warehouse tools. Involved in defining staging area Metadata, Data Mart , defining & populating the Enterprise Model warehouse , Incremental Data loading**
- **Extensive experience in installing, upgrading and applying patches to various versions of oracle (11g/10g/9i/8i). Duties included raising Oracle SR support to deal with bugs and issues associated.**
- Experience as **Oracle DBA (11g/10g/9i/8i)** on different HP-UX, Sun Solaris, Linux, AIX, and Windows 2000/NT environment.
- Expertise in Upgrade and Migration of oracle database to higher version and other platforms using Oracle Data Migration Assistant.
- Installed and configured Oracle 10g (10.2.0.2) Database on HP-UX and Linux advance Server on Development, Test and Production boxes.
- **Involved in disaster recovery planning, detailed out the processes and procedures of implementing disaster recovery, implemented database backups and Disaster recovery strategies using RMAN.**
- Experience in performing Hot and cold backups with and without RMAN. Automated **RMAN** scripts using cronjob to perform daily backups.
- Expertise in database creation, tuning/reorganization, cloning, backup/recovery, user and security management, auditing, general troubleshooting, and configuring servers.
- **Used PL/SQL (Stored procedures, triggers, packages), SQL* PLUS, SQL* LOADER and SQL tuning of Oracle database.**
- **Experience in Performance Tuning (I/O, Memory & SQL/PLSQL Tuning) using EXPLAIN PLAN, TKPROF, and STATSPACK.**
- Monitoring and Management of various Database Components (Logical & Physical) like Tablespaces and Segments for space management.
- Experienced in troubleshooting traditional export/import and datapump export/import.

- Experience working with the client side, doing requirements gathering, providing innovative solutions, client interfacing and support for application and queries.
- **Creating high level and detail design for applications. Creating and execution of test cases/test plans. Executing test cases and test scripts for data validations.**
- **Experience in Operational data store, data cleansing, backup and restoration strategies.**
- Highly motivated individual and good team player.
- Excellent communication and interpersonal skills.

EDUCATION:

- Bachelors in Computer Science Engineering, INDIA

TECHNICAL SKILLS:

Operating System	:	HP-UX 10.x, 11.x, Sun Solaris 2.5, 2.6, 8, 9, 10, AIX 5.1, 5.2, RHEL 2.1, 3.x, 4.x and Windows 95/98/NT/2000/XP
Database	:	ORACLE 8i/9i/10g/11g,SQL Server (2008,2005,2000)
High-Availability	:	RAC (9i/10g/11g), Data Guard (Physical and logical standby setup)
Tools & Utilities	:	OEM (Oracle Enterprise Manager), RMAN (Recovery Manager), Export/Import, SQL*Loader, SQL *Plus, TOAD, Data Guard, Putty, Statspack, Opatch, Winscp3, Virtual Network Computing with PC Anywhere and VNC.
Languages	:	SQL, PL/SQL, C, shell scripting, Html, Java, and JSP

PROFESSIONAL EXPERIENCE:

PNC Bank – Cle Ops, OH   **MAR 2011 – Till Date**
Oracle DBA
Responsibilities:
- Worked as an **Oracle DBA (10g/11gR2)** on Linux, Sun Solaris and AIX servers.
- **Installed and administered Oracle Real Application clusters (RAC 11gR2) on a 3 node Linux cluster using Veritas Cluster File System (V.C.F.S).**
- **Involved in Installing and maintaining of Sun Solaris(SVE) Active/Passive Cluster on Oracle 11gR2.**
- Developing **PL/SQL** code, day to day DBA activity including the monitor and allocate storage space for data, Creation of the different databases environments for development, Testing & productions & Audit database usage, Tune the database.
- **Designed and implemented backup and Disaster recovery strategies with RMAN.**

- **Maintain the scheduling, distribution, and refresh for reports, views, and OLAP Performance tuning and support of application servers Defining and managing database connectivity to multiple sources and target databases.**
- Perform Logical backup using and full/partial export/import and Data Pump.
- Worked on troubleshooting issues with full export and import.
- Proactively managed the databases; set up notifications/ alarms using shell scripts for managing any exceptions in day-to-day management of the databases.
- **Implemented database refresh with the hot backup using full export. Used EXPORT/IMPORT to do table level and full database defragmentation.**
- Configured Oracle Streams (Advanced Replications) and exchanged data between two databases in remote locations.
- **Extensively worked in the performance tuning of the programs.**
- **Tuning SQL statements using Explain Plan and STATSPACK. Optimized SQL statements for maximum performance by using TKPROF and EXPLAIN PLAN**
- Integrated the Backup status reporting for the entire database in the enterprise to enable the web reporting using Oracle SQL, PL/SQL and Korn shell, Unix shell Scripting.
- Identified heavy resource consuming transactions/jobs to all request, developers to tune the components OEM Automatic Workload Repository Snapshots.
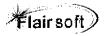
Technologies Used: Oracle 11g/10g, HP-Unix 11i v3, Solaris 10,RHEL 5, AIX 5.2, RMAN, OEM.

Intuit Corp, Reno NV   **July 2010 – Feb 2011**
Oracle DBA
Description: Developed and maintained new management packages for this company including Payroll & Common Supplies System. The packages were developed to automate their existing manually operated management systems.
Responsibilities:
- Worked as an Oracle DBA (9i/10g/11g) on Linux, Sun Solaris, HP-Unix, AIX and Windows servers.
- Installed and administered Oracle Real Application clusters (RAC 10g) on a 4 node Linux cluster using Oracle Cluster File System (O.C.F.S) and Automatic Storage Management (A.S.M).
- Involved in extracting data from source & interface systems data warehouse system (ETL process) using DTS & SQL Loader.
- Designed and implemented backup and Disaster recovery strategies with RMAN.
- **Migrated 22 production databases to new environment with in estimated downtime.**
- Perform Logical backup using and full/partial export/import and Data Pump.
- Worked on troubleshooting issues with full export and import.
- Proactively managed the databases; set up notifications/ alarms using shell scripts for managing any exceptions in day-to-day management of the databases.

- Implemented database refresh with the hot backup using full export. Used EXPORT/IMPORT to do table level and full database defragmentation.
- Configured Oracle Streams (Advanced Replications) and exchanged data between two databases in remote locations.
- Extensively worked in the performance tuning of the programs.
- Tuning SQL statements using Explain Plan and STATSPACK. Optimized SQL statements for maximum performance by using TKPROF and EXPLAIN PLAN
- Integrated the Backup status reporting for the entire database in the enterprise to enable the web reporting using Oracle SQL, PL/SQL and Korn shell, Unix shell Scripting.
- **Identified heavy resource consuming transactions/jobs to all request, developers to tune the components OEM Automatic Workload Repository Snapshots.**

Technologies Used: Oracle 11g/10g/9i/8i, HP-Unix 11i v3, Solaris 10,RHEL 4, AIX 5.2, RMAN, OEM, Windows 2000 Servers.

HP, Lebanon, OH   **May 2009 – July 2010**
Oracle DBA
Description: Project involved implementing multiple Oracle Real Application Clusters to provide High availability and load balancing for Sterling commerce commercial Hosted Infrastructure.
Responsibilities:
- Worked as an Oracle Production DBA (9i /10g/11g) on HP-Unix 11.x, AIX 5.2 and Solaris 10 servers.
- Installed and administered Oracle Real Application clusters (RAC 10g) on a 2 node Linux cluster using Oracle Cluster File System (O.C.F.S) and Automatic Storage Management (A.S.M).
- Performed Tuning, coding and Monitored OEM.
- Designed and implemented backup and Disaster recovery strategies with RMAN.
- Used EXPORT/IMPORT to do table level and full database defragmentation.
- Involved in Oracle partitioned tables and applied patches as per the requirements of the client and upgraded the Oracle and DBMS software.
- Upgraded the database from Existing Oracle 9i to Oracle 10g.Tune the application queries and identify the resource,database and design issues. Modify and implement new changes without affecting the functionality of applications and end-users for reporting server.
- Involved in the Migration of database from 9.2.0.6 to 10.2.0.1.
- Integrated the Backup status reporting for the entire database in the enterprise to enable the web reporting using Oracle SQL, PL/SQL and Korn shell, Unix shell Scripting.
- Knowledge on stand-alone database using Oracle Data Guard feature for High availability configuration. Implemented Oracle Enterprise Manager Grid Control and configured agents.

- Database administration activities including Tablespaces allocation, user enrollments and database re-organization.
- Extensively worked on identifying high load sql statements and troubleshooting to find underlying causes and took appropriate actions to improve performance.
- Ensuring that adequate recovery procedures are in place, based on: Database backups being done and verified.
- Rewrote and tuned long-running SQL queries to cut execution time, ease database load and improve scalability.

Technologies Used: Oracle 11g/10g/9i, HP-Unix 11i v3, Solaris 10, AIX 5.2, RMAN, OEM, Windows 2003 Servers.

TIAA-CREF   Denver CO   **Apr 2007-May 2009**
Oracle DBA
Responsibilities:
- Worked as a Performance Tuning Oracle DBA (9i &10g) on Solaris 10, AIX 5.2.
- Installed and upgraded Oracle 10.2.0.1 database to 10.2.0.4.
- Created a script to check the status of running database.
- Improved a number of monitoring scripts that improve database performance and disk space utilization.
- On the results of Index monitoring scripts, dropped unused Indexes and moved couple of Indexes to new tablespace.
- Developed a script to sort the most I/O i.e. read and write operations performed by the Data files.
- Modified and updated the Performance tuning scripts.
- Administered Oracle repository for data modeling and database design.
- Performed Logical backup using and full/partial export/import and Data Pump.
- Proactively managed the databases; set up notifications, alarms using shell scripts for managing any exceptions in day to day management of the databases.
- Tuning SQL statements using Explain Plan and STATSPACK. Optimized SQL statements for maximum performance by using TKPROF and EXPLAIN PLAN.
- Troubleshoot Database performance issues using Automated Workload Repository (AWR) and Automatic Database Diagnostics Monitor (ADDM). Tuned database for optimum performance
- Modified SQL*Loader control scripts to eliminate while spaces generally used for data loading.

Technologies Used: Oracle 10g/9i, Solaris, AIX 5.2, TOAD.

C.S.G. Systems, Omaha, NE.   **Mar 2006 – Apr 2007**
Oracle DBA
Description: Project involved designing and implementing Oracle physical Dataguard for several Sterling commerce Infrastructure applications like Peoplesoft, Siebel and Global billing systems.
Responsibilities:

- Worked as Oracle DBA (10g) on HP-UX 11i v3.
- Installed and configured Oracle Database Software 10g.
- Upgraded the database from Existing Oracle 9i to Oracle 10g and Migration of database (from 9.2.0.5 to 10.2.0.1).
- Designed and implemented backup and Disaster recovery strategies with RMAN.
- Worked in advanced recovery methods like PITR. Logical backup using full/ partial export/import and Data Pump.
- Integrated the Backup status reporting for the entire database in the enterprise to enable the web reporting using Oracle SQL, PL/SQL and UNIX shell Scripting.
- Implemented stand-alone database using Oracle Data Guard feature for High availability configuration.
- Implemented database refresh with the hot backup using full export. Used EXPORT/IMPORT to do table level and full database defragmentation.
- Worked with Oracle partition tables and applied patches as per the requirements of the module. Used Oracle replication as databases for read only snapshots to maintain local copy of master tables in OLTP systems. Also done Patches for upgrading Oracle and DBMS software.
- Used SQL* loader to move data from legacy systems.
- Used PL/SQL (Stored procedures, triggers, packages), SQL* PLUS, SQL* LOADER, Explain Plan, and SQL tuning of Oracle database.
- Troubleshoot Database performance issues using Automated Workload Repository (AWR) . Tuned database for optimum performance.
- Configured Oracle Streams (Advanced Replications) and exchanged data between two databases in remote locations.

Technologies Used: Oracle 10g/9i, HP-UX 11i v3.

Syndicate Bank, Hyderabad, India   **May 2003– Feb 2006**
Oracle DBA
Description: Project involved providing DBA support for Oracle Financials Implementation for Syndicate Financial Services Inc. I also provided Oracle Applications (eBusiness suite) support.
Responsibilities:

- Installation and configuration of Oracle Database Software 10g.
- Oracle 9i, 8i, OEM, SQL * plus, SQL * Navigator, DBA studio, imp/exp, RMAN, SQL, PL/SQL, SQL* loader, TKPROF, Oracle Tuning pack, Diagnostic pack, Red Hat Linux, and Windows 2000.
- Upgrading database from Oracle version 9i to 10g and migration of data.
- Involved in applying patches as per the requirements of the client and upgrade Oracle and DBMS software under Oracle.
- Involved in logical backup using and full/ partial export/import and Data Pump.
- Data modeling with extensive normalization activity.
- Data Migration (from 9.2.0.5 to 10.2.0.1) on AIX 5.1, which is made on a Linux Advance Server.

- Setting up Physical Standby Database environment using Data guard in Oracle 9i and 10g.
- Performance tuning of application by identifying the SQL, which are not written well; providing inputs to the application programmer; correcting and implementing the right components.
- Using RMAN for backup and recovery.
- Created Oracle partition tables and applied patches as per the requirements of the partitioning module and applied patches for DBMS software.
- Installing and troubleshooting Red Hat Enterprise Linux 5.0 for Oracle 9i and 10g .

Technologies Used: ORACLE 10g, Red Hat Linux Enterprise Server, AIX 5L 5.1, OEM, Window 2000 Server.