

CellPhone

**CAREER
SUMMARY**

Accomplished, motivated and driven engineer with fifteen years of experience in managing and supporting Oracle products including Oracle RDBMS, Ebusiness Suite and Application Server with proven ability to resolve technical issues affecting business critical processes. Successful in dealing with high stress and fast paced environments with the ability to manage multiple projects of different levels of complexity with dedication and efficiency to meet or exceed business needs. Ambitious and excited about new challenges and professional advancement

TECHNOLOGY

Oracle RDBMS 7.3-11g and RAC, Dataguard, UNIX, LINUX, SOLARIS, HP-UX, SQL, PL/SQL, Oracle Applications DBA R11-R12.1.x, OC4J and Application's Framework, Oracle Workflow, Oracle Discoverer, Application Server (OAS) 10g, Ebiz-SSO configurations via Oracle LDAP/OID. Oracle Exadata

Understanding of Siebel 8.0 administration and infrastructure, Oracle Fusion Middleware 10g (SOA, BPEL, JDeveloper, ESB)

EXPERIENCE

Oracle Corporation - Redwood Shores, CA ~ 11/2007- Present

Oracle Solution Support Center, Advanced Customer Services

Principal Service Delivery Engineer

Key contributor in the planning and architecture design of successful database and application upgrades (10g-11g, 11i-R12) along with cross-platform migrations, language implementations, SSL and SSO configurations. Address issues related to E-Business Workflow performance and stabilization. Troubleshoot RAC related issues for mission critical production environments. Actively involved in the resolution of critical JVM and OC4J issues affecting my customer's production environment (Java Object Cache, Garbage Colletion tuning). Provided troubleshooting assistance and prompt resolution to issues deemed as "show-stoppers" for my customer's business in the Configurator, Sales and Order/Inventory modules and the underlying application technologies. Oversee as technical lead the resolution of Fusion Middleware issues related to PIP's between Siebel and Ebiz. Assisted in EXADATA implementation and provided Exadata configuration reviews and Patch Assessments for new implementations.

Oracle Corporation - Redwood Shores, CA ~ 6/2002- 11/2007

Oracle Outsourcing - Oracle OnDemand

Senior DBA Specialist promoted to Technical Lead DBA (Oct 2004)

Oracle OnDemand provides 24x7 support for hosted operations of over 250 customers around the globe. Was assigned to high visibility (hot) customers to address escalations related to complex technical issues to ensure minimal system downtime. Setup, configure and troubleshoot production environments running Oracle Workflow and Applications Framework, Portal, Discoverer and Express integration. Support Portal/Application Server implementations including OID, LDAP, and OC4J configurations and also Oracle iLearning. Monitored and addressed backup related issues with RMAN. Worked on Disaster Recovery environments using DataGuard and implemented and synchronized Standby databases. Supported RAC implementations and troubleshooted configuration issues. Acted as coordinator of escalations and the distribution of tasks among the team of 6-8 DBA's helping prioritize cases and assign tasks based on criticality and available skills.

Oracle Corporation - Redwood Shores, CA ~ 5/1999- 6/2002
Worldwide Support Services, Expert ONLINE Group
Senior DBA

Was assigned as primary remote DBA for a pool of customers. Participated in the planning, definition and coordination of DBA projects for customers (such as upgrades, patching, migrations of custom implementations, monitoring tools, etc), including, but not limited to:

- Administration, monitoring and problem solving on Oracle Applications implementations on versions 10.7 and 11.0.3 and 11i
- Evaluation and re-definition of backup strategy (hot, cold, exports, etc)
- Database Performance Tuning and Monitoring
- Perform apps upgrade from 10.7 to R11i on Solaris
- Oracle Names Server configuration and troubleshooting
- Installation, configuration and daily use of Oracle management tools (Oracle Enterprise Manager) for monitoring customer's databases.
- Write Unix and SQL shell scripts for application's and database monitoring and management.

Lead a team of 3 DBA's in supporting the implementation one of the largest 24x7 ERP R11i environments up to that time with notable success.

Oracle Corporation, San Antonio, TX ~ 3/1999- 4/1999
Oracle Consulting, Core Technology Group
Senior Consultant

Prepared proposals and documentation on RDBMS Upgrade, timelines, requirements and documented issues for my customer..

Tricom Intl. - Santo Domingo, Dominican Republic ~ 7/1998 - 2/1999
Oracle Application's independent Consultant

Performed technical support for Oracle Financials. Worked as liason with Oracle Worldwide Support to address customer's escalations and implement patches and custom fixes to technical/functional issues. Supported the installation and implementation of Application's Desktop Integrator (ADI).

Environments: Oracle Applications Rel 10.7, HP-UX

Tricom Intl. - Santo Domingo, Dominican Republic ~ 10/1995-6/1998
Oracle DBA and Security Administrator

As a principal DBA on the MIS team performed creation, monitoring and tuning of Oracle 7.1.6, 7.3.2 and 8.0.x databases. Was responsible of the administration of several Oracle databases that supported an array of different applications (custom and Oracle ERP). Worked on the definition of backup and restore policies and performed upgrades and database patching as well as performed daily monitoring and maintenance.

Acted as System Administrator for Oracle Financials versions 10.5 and 10.7 being responsible of monitoring workload, user and customization definition, patching and new installs.

Was also responsible of the maintenance and administration of AS400 and HP-UX systems and worked with internal team preparing interfaces to move legacy data from the old AS/400 applications to the new Oracle Applications.

Participated with group managers in the evaluation of new Oracle software releases and the

implementation along with Oracle Consulting.

As a member of the Enterprise Security Team was responsible of the maintenance of security rules and monitoring of users and applications activity in Oracle database and applications, UNIX and AS400 environments.

Environments: Oracle Applications Rel. 10.5-10.7, Oracle Database Rel. 7-8, HP-UX, AIX, Windows NT, IBM AS/400

**PROFESSIONAL
TRAINING AND
EDUCATION**

- SOA 10g Service Orchestration
- Fusion Middleware 10.1.3 Administration
- Oracle BPEL Service Orchestration
- Siebel 8.0 Essentials
- RAC Troubleshooting Internals
- Oracle 10g Self Managing Database and New Features (Oracle internal training)
- Oracle 11i10g Application's Framework 5.10 (Oracle internal training)
- Oracle 11i10 Tablespace model and migration utility (Oracle internal training)
- Oracle 10g Grid Control - Appl. Server Management (Oracle internal training)
- Oracle Express Server (Oracle internal training)
- Oracle 10g configure Discoverer (Oracle internal training)
- Oracle DBA: Oracle 7, 8i and 9i RDBMS, architecture, new features and tuning
- Using Auto install Rel11 to Install/Upgrade the Oracle Applications
- Oracle Application Server 4.0 Administration
- Consulting: R11 NCA Installation Workshop
- Using and Defining Oracle Payables, Oracle Purchasing and Oracle General Ledger (Rel 10.5)

UNIV. CATOLICA MADRE Y MAESTRA, Dom. Rep. ~ 1998

- Master in Business Administration

UNIV. CATOLICA MADRE Y MAESTRA, Dom. Rep. ~ 1994

- Bachelors Degree on Systems Engineering, Honors: Magna Cum Laude
-