



The following documentation is an electronically-submitted vendor response to an advertised solicitation from the *West Virginia Purchasing Bulletin* within the Vendor Self-Service portal at [wvOASIS.gov](http://wvOASIS.gov). As part of the State of West Virginia's procurement process, and to maintain the transparency of the bid-opening process, this documentation submitted online is publicly posted by the West Virginia Purchasing Division at [WVPurchasing.gov](http://WVPurchasing.gov) with any other vendor responses to this solicitation submitted to the Purchasing Division in hard copy format.

Header 3

List View

General Information | Contact | Default Values | Discount | Document Information | Clarification Request

Procurement Folder: 1379271

Procurement Type: Central Master Agreement

Vendor ID: VS0000042933 

Legal Name: JLK GLOBAL ENTERPRISES INC

Alias/DBA:

Total Bid: \$755,040.00

Response Date: 03/05/2024 

Response Time: 20:58

Responded By User ID: JKincade80 

First Name: Jamie

Last Name: Kincade

Email: JKincade@JLKGlobalinc.ci

Phone: 4044332607

SO Doc Code: CRFQ

SO Dept: 0210

SO Doc ID: ISC240000011

Published Date: 3/1/24

Close Date: 3/6/24

Close Time: 13:30

Status: Closed

Solicitation Description: Addendum No 1 -Professional Database Engineer (OT24116)

Total of Header Attachments: 3

Total of All Attachments: 3



Department of Administration  
 Purchasing Division  
 2019 Washington Street East  
 Post Office Box 50130  
 Charleston, WV 25305-0130

**State of West Virginia  
 Solicitation Response**

**Proc Folder:** 1379271  
**Solicitation Description:** Addendum No 1 -Professional Database Engineer (OT24116)  
**Proc Type:** Central Master Agreement

Solicitation Closes	Solicitation Response	Version
2024-03-06 13:30	SR 0210 ESR03052400000004611	1

**VENDOR**  
 VS0000042933  
 JLK GLOBAL ENTERPRISES INC

**Solicitation Number:** CRFQ 0210 ISC2400000011  
**Total Bid:** 755040  
**Response Date:** 2024-03-05  
**Response Time:** 20:58:16  
**Comments:**

**FOR INFORMATION CONTACT THE BUYER**  
 Toby L Welch  
 (304) 558-8802  
 toby.l.welch@wv.gov

**Vendor Signature X** **FEIN#** **DATE**

All offers subject to all terms and conditions contained in this solicitation

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
1	Professional Database Engineer - YR1	2080.0000	HOUR	90.750000	188760.00

Comm Code	Manufacturer	Specification	Model #
80111609			

**Commodity Line Comments:**

**Extended Description:**

Fill out an hourly rate into the unit price field. The quantity amount is estimated for evaluation purposes only. The actual hours used may vary depending on usage.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
2	Professional Database Engineer - Optional YR2	2080.0000	HOUR	90.750000	188760.00

Comm Code	Manufacturer	Specification	Model #
80111609			

**Commodity Line Comments:**

**Extended Description:**

Fill out an hourly rate into the unit price field. The quantity amount is estimated for evaluation purposes only. The actual hours used may vary depending on usage.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
3	Professional Database Engineer - Optional YR3	2080.0000	HOUR	90.750000	188760.00

Comm Code	Manufacturer	Specification	Model #
80111609			

**Commodity Line Comments:**

**Extended Description:**

Fill out an hourly rate into the unit price field. The quantity amount is estimated for evaluation purposes only. The actual hours used may vary depending on usage.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
4	Professional Database Engineer - Optional YR4	2080.0000	HOUR	90.750000	188760.00

Comm Code	Manufacturer	Specification	Model #
80111609			

**Commodity Line Comments:**

**Extended Description:**

Fill out an hourly rate into the unit price field. The quantity amount is estimated for evaluation purposes only. The actual hours used may vary depending on usage.



Department of Administration  
 Purchasing Division  
 2019 Washington Street East  
 Post Office Box 50130  
 Charleston, WV 25305-0130

State of West Virginia  
 Centralized Request for Quote  
 Service - Prof

<b>Proc Folder:</b> 1379271			<b>Reason for Modification:</b>
<b>Doc Description:</b> Professional Database Engineer (OT24116)			
<b>Proc Type:</b> Central Master Agreement			
<b>Date Issued</b>	<b>Solicitation Closes</b>	<b>Solicitation No</b>	<b>Version</b>
2024-02-21	2024-03-06 13:30	CRFQ 0210 ISC2400000011	1

**BID RECEIVING LOCATION**

BID CLERK  
 DEPARTMENT OF ADMINISTRATION  
 PURCHASING DIVISION  
 2019 WASHINGTON ST E  
 CHARLESTON WV 25305  
 US

**VENDOR**

**Vendor Customer Code:**

**Vendor Name :** JLK Global Enterprises, Inc

**Address :** 1750 Powder Springs Rd, Ste 190

**Street :**

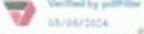
**City :** Marietta

**State :** Georgia **Country :** U.S. **Zip :** 30064

**Principal Contact :**

**Vendor Contact Phone:** 404.433.2607 **Extension:**

**FOR INFORMATION CONTACT THE BUYER**  
 Toby L Welch  
 (304) 558-8802  
 toby.l.welch@wv.gov

**Vendor Signature X** *Jamie L. Kircade*  **FEIN#** 20-2634329 **DATE** 3/5/2024

All offers subject to all terms and conditions contained in this solicitation

**ADDENDUM ACKNOWLEDGEMENT FORM**  
**SOLICITATION NO.: CRFQ ISC240000011**

Instructions: Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

Acknowledgment: I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.

Addendum Numbers Received:

*(Check the box next to each addendum received)*

- |   |  |
|---|--|
| <input type="checkbox"/> Addendum No. 1 | <input type="checkbox"/> Addendum No. 6  |
| <input type="checkbox"/> Addendum No. 2 | <input type="checkbox"/> Addendum No. 7  |
| <input type="checkbox"/> Addendum No. 3 | <input type="checkbox"/> Addendum No. 8  |
| <input type="checkbox"/> Addendum No. 4 | <input type="checkbox"/> Addendum No. 9  |
| <input type="checkbox"/> Addendum No. 5 | <input type="checkbox"/> Addendum No. 10 |

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that any verbal representation made or assumed to be made during any oral discussion held between Vendor's representatives and any state personnel is not binding. Only the information issued in writing and added to the specifications by an official addendum is binding.

---

Company

---

Authorized Signature

---

Date

NOTE: This addendum acknowledgement should be submitted with the bid to expedite document processing.

**Niranjan Boliseti**  
**Project Lead- DBA**



**Professional Summary**

SQL Server DBA with 13+ years of experience managing SQL Databases on On-Premise and Cloud envt's. Experienced in Project and Operations support models in complex environments like Banking & Pharma domains.

**Core Responsibilities:**

- Databases Administration from SQL Server 2000 to 2022 on on-premise, AzureVM(IaaS) and AWS EC2 instances along with SQLAzure (PaaS), AzureMI(Managed Instance) and Amazon RDS.
- SQL Server Installation and configuration as per customer defined Policies and Best Practices.
- SQL Server Hardening- Perform Post installation configurations and validations which will optimize SQL Server performance and improved security measures.
- Configure and Manage SQL Services with Multiple High availability options Like FCI (Failover Cluster Instance), Replication, ReplHA, AOAG, Distributed AG, Multi subnet AG, Mirroring and Logshipping.
- Implementing different types of Replication Models such as Transaction, Snapshot and Merge in SQL Server in OLTP Environments.
- Maintain the Client Database inventory with accurate server details and Timely manner.
- Maintain environment up to date by following the latest patch releases by Microsoft, Co-ordinate with stake holders and support teams for feasible schedule to implement the same.
- Follow SQL Server Product Life Cycle by Microsoft, keep clients informed about extended support and Mainstream support details. Incase of Legacy/EOL(end of life) Servers get risk letter approved by clients.
- Version and edition upgrades from lower to higher levels, by doing side-by-side and In-place upgrades.
- Ensure scheduled database backups are maintained as per the defined backup and retention Policies.
- Index and update statistics maintenance by analyzing the business operations then design the plan with appropriate schedules.
- Fixing Performance issues, user or application connectivity issues and DB related errors.
- Follow Microsoft releases for security vulnerabilities and plan updates as applicable.
- Automating day to day maintenance tasks and preparation of customized reports using PowerShell scripts.
- Usage of chocolatey repository (windows package manager) for SQL Server day to day operations such as SSMS Database Engine and shared features installation. Applying SQL Server patches using chocolatey commands.
- Perform Logical DB Design Tasks as Column encryption , Row level Security, Mange Database permissions Database roles and StoredProcedures.
- Perform Physical Database Design tasks as Encrypt database using TDE on Standalone and AG databases. Encrypt SQL Server Instance using SSL Encryption. Periodic monitoring of SQL Health check and Auditing.
- Query system tables using catalog views and DMVs(Dynamic management views) using T-SQL statements and joins.
- Use 'DBATools' PowerShell Module for automation solutions and DB Health report preparation.
- Monitor SQL Server health using SQLNexus and PowerBI dashboards.
- DB refresh from Production to UAT environments, automate the whole DB refresh process using PowerShell scripts, stored procedures and SQL Agent jobs with minimal production impact.
- Provide 24/7 on-Call Support for Production Databases.
- Timely Database Disaster Recovery Planning , implementation and validations.
- Resolve Database issues due to Index fragmentation, CPU or I/O Bottleneck, Optimization of Query, Data Integrity, Index tuning, Update Statistics, Error and Event Handling.
- Use appropriate tools for day to day operations like SQL Profiler, PerfMon counters, DB Engine Tuning Advisor, Resource Monitor and Extended events.
- Implement Change Data Capture (CDC) and Change Tracking.
- Analyze DB growth and perform Database Capacity Planning.
- Perform Table Partitioning and setup archival process.
- Documenting SOP's, Runbooks, server hardening procedures and best practices .
- Migrating Databases from On-Premises to Azure Cloud using DMA and Azure Data Studio.
- Plan DB Migrations based on downtime possibilities and design the migration solutions like Rollingupgrade, Distributed AOAG, backup restore and Logshipping.
- Leading the team and be a self-disciplined individual contributor.
- Follow ITIL (Information Technology Infrastructure Library) and Agile methodologies.

## Technical Skills

- **Databases Administration:** Microsoft SQL Server, Azure SQL, AmazonRDS, T-SQL, SSMS, SSIS, SSRS, SSAS, PowerShell, Chocolatey, DBATools, SQLNexus.
- **Monitoring Tools-** SQL Profiler, Perfmon, IPCenter Monitoring, SIA Monitoring, DB Automation.
- **Operating Systems:** Windows OS7/8/10, Windows Server Operating System 2003 - 2022.
- **Documentation skills:** in MS word , MS excel
- **Tools & Utilities:** Outlook, Teams, IPcenter, MS Office, Lotus Notes, Sametime, Tivoli Data protection, Profiler, PerfMon, BMC Remedy, ServiceNow, Maximo

## Education

- Master of Business Administration /2010 – Jawaharlal Nehru Technological University Kakinada.
- Bachelors in Business Management /2008 – Acharya Nagarjuna University

## Certifications

- Microsoft Certification – Exam 462: Administering Microsoft SQL Server 2012/2014 Databases
- ITIL 4 –Foundation Certificate in IT Service Management.
- DP-300: Administering Microsoft Azure SQL Solutions
- AZ-900- Microsoft Azure Fundamentals
- AZ-104- Microsoft Azure Administration

## Experience:

### InfoDat, Inc,

#### Project: Cardinal Health Care

**Location** : Houston, TX.,

**Duration** : Nov-2023 to till date

**Role** : Database Admin Consultant.

### Project Description:

Cardinal Health Care is an insurance company that enrolls the patients, and submits the patient's data to the tied up multiple pharmacies. Cardinal Health offers a variety of services such as Hospital pharmacy services, Patient access and support services and On-site pharmacy solutions.

### Roles & Responsibilities

- Manage SQL Server Instances on On-premise and Azure Cloud environment.
- Installation and configuration of SQL Services and AzureSQL Databases along with High availability options.
- Migrating SQL Databases from On-Premises to Azure Cloud using DMA.
- Preparing Method of procedure documents for regular maintenance activities such as CU upgrade, Windows maintenance and DB Refresh activities etc., and brief the team to follow the same.
- Perform Quarterly Audit/Validation for SQL Server Health check and fix if any deviations from the recommended practices.
- Perform regular audits on DB servers to find improvement areas, Recommend the findings with app owners and implement.
- Attending Project calls to analyze the client requirement and provide high availability solutions.
- Manage and create firewall rules for Azure SQL Databases and AzureSQL Managed Instances.
- Manage security and granting access on Azure portal on AzureSQL and Managed instance.
- Update network configurations for AzureSQL Instances for remote connectivity process.
- Perform daily audit on Drive space usage, Backups, Index maintenance, AG & Replication Health.
- Prepare SQL health report using system tables, catalog views and dynamic management views.
- Perform In-place Upgrade and Side by Side Migrations
- Expertise in Performance tuning, Optimization, Data integrity and Statistics by using SQL Profiler, PerfMon and DB Engine Tuning Advisor
- Error handling with help of system tools, event, cluster and SQL Logs.

- Design Disaster Recovery (DR) Plan ensuring the Primary and Standby databases are intact.
- Expert in Database Capacity Planning and maintenance.
- Implement Table Partitioning on Large table to optimize the performance.

**Environment:** SQL Server 2019/2022, Availability Groups, AzureSQL and Azure Managed instance, PowerShell, SSIS, SSRS & Analysis Services and Internal Ticketing tools.

**Scalability Engineers Pvt Limited:**

**Project: CoreCard Software, Inc,**

**Location** : Norcross, GA.,  
**Duration** : Aug-2022 to Oct-23  
**Role** : Project LEAD

### **Project Description:**

CoreCard Corporation provides the gold standard card issuing and Processing platform built for the future of global transactions in an embedded digital world.

### **Roles & Responsibilities**

- Configure and Manage ReplHA (Replication on top of Multi Subnet AG)
- Preparing Runbooks on routine activities like Windows maintenance or DB Refresh activities and training the team to follow the same.
- Configuring and Manage access requests for SQL Server Analysis Services (SSAS) and SQL Server Reporting Services(SSRS)
- Monitoring SQL Server using DB Automation.
- Installing and configuring of SQL Server 2019 and 2016 by following the best practices such as 64-bit AU drives, Dedicated drives for Tempdb, Data and Log files, make sure sufficient privileges for SQL Service account, IP Addresses for AG configuration and make sure all the prerequisites for installation.
- Design SQL Server 2019/2016 and on On-prem and cloud (Azure/AWS) database solution as per the application requirements.
- Perform the Physical database design tasks such as Recovery model, encryption, Data directories and number of files. Configure DB level settings such as Auto update statistics , Auto close and Incremental Stats.
- Perform Daily, Monthly and Quarterly Audits on SQL Server Instances.
- Manage Logical database design operations as User access permissions, Schemas and Column level encryption and Row level security etc.,
- Troubleshooting AG and Replication related issues.
- Database Migration approach using Distributed Availability Groups.
- Configure Table Partitioning and Automating Archival process and configure Global Partitioning.
- Review missing indexes and provide report to application users.
- Perform daily audit on Drive space usage, Backups, Index maintenance, AG & Replication Health.
- Query system tables to get SQL health report using table joins.
- Usage of joins to export and import data from multiple tables to destination table.
- Review Production Upgrade Packages for DB modules by reviewing SQL Commands and Procedure which consists of SQL commands for DDL and DML Commands for tables, Index and SP executions.
- Migrating SQL Server from On-Premises to Azure Cloud using DMA and Azure Data Studio
- Experience managing databases on Microsoft Azure and Amazon Web Services (AWS) cloud platform (Azure managed databases, Amazon RDS and managed instance)
- Migrating SQL Server Databases using Distributed AOAG
- Manage and create firewall rules for Azure SQL Databases and AzureSQL Managed Instances.
- Manage security and granting access on Azure portal on AzureSQL and Managed instance.
- Host Databases on Microsoft Azure, AWS RDS. DB Migration from Azure to OnPrem and Azure to Azure.
- Create a DevOps policy using Microsoft Purview to grant access and roles on Azure SQL
- Built & supported the ETL Pipelines using Azure Data Factory (ADF), that serves as 1 Pipeline for different Clients implementing the Pipeline level parameters & Linked services.
- Automate database deployment process using Azure DevOps by creating the CI/CD Pipelines using PowerShell Module 'DBATools', and test the changes effective status using PESTER.
- Maintain SQL Instances as per PCI Compliance policies.
- Monitor index maintenance on a regular basis and work with application team for appropriate schedules.

- SQL Server Hardening on new builds and audit existing builds for any improvements.
- Support windows monthly maintenance for DB Related tasks such as Failover/Failback and perform validations. Like monitoring the AG Health during the failover/failback process, make sure the replication jobs run without any failures.
- Perform Regular Audits, Daily Health Checks, Quarterly SQL configuration audits and perform remediations.
- Perform DB Migrations with minimal downtime on large databases using Distributed Availability Groups for cutover process.
- Involved in migration of DTS Packages (2012) to SSIS (2014 and 2016) and troubleshoot migration issues
- Experienced in BI Development and Deployment of DTS, SSIS packages from MS-Access, Excel, Oracle, and Teradata.
- Experienced in providing Logging, Error handling by using Event Handler, and Custom Logging for SSIS Packages.
- Experienced in Performance Tuning in SSIS packages by using Row Transformations, Block and partial blocking Transformations.
- Follow Microsoft latest CU releases of SQL Services and apply the security patches and cumulative updates in co-ordination with application and config teams on Production environment.
- Monitor DB health using PowerBI dashboards. Assist DB Automation team for configuring and deploying the DB Vitals for PowerBI dashboard and request customizations as needed.
- Provide DB Report during production deployments and Test activities from Admin database, report consist of data of CPU and memory usage, long running queries, deadlocks, blockings and waittypes.
- Analyze the alerts on regular basis and work on alert reduction by fixing the repetitive alerts.
- Perform SSMS and Database engine installations using chocolatey commands.
- Install SQL Server shared features, native client. ODBC and JDBC Drivers using Choco commands.
- Install DBATools PowerShell module and SQLNexus using Chocolatey windows package manager. .
- Manage Blockings and Deadlocks using the Trace Flags and Native tools like Profiler and the Activity Monitor.
- Perform ID Revalidation and remove mirror IDs upon confirmation with Application teams, Provide DB access through AD groups to avoid the orphaned or mirror ids of off boarded employees.
- Defining project scope, objectives, and client requirements.
- Liaising with team members, management, and clients to ensure projects are completed on time.
- Lead the Project DBA team for Offshore SQL Operations and assist them on process and technical operations.
- Conduct daily standup call and share the report to management with highlights and roadblocks.

**Environment:** SQL Server 2016/2019/2022, DB Automation, PowerBI, RDCMan, Profiler, Perfmon, Replication, Availability Groups, AzureSQL and Azure Managed instance, AWS EC2 and AmazonRDS, PowerShell, SSIS, SSRS & Analysis Services, Chocolatey, Outlook and Teams, Internal Ticketing tools.

**CenturyLink Technologies India Pvt Limited:  
Project 1 Client: Catalent Pharma Solutions,**

**Client Location:** US Primary Location and Global Support

**Duration** : Dec-2019 to Aug-22

**Role** : Database Admin Consultant – SME (L3 Engineer)

**Project Description:**

Catalent is the global leader in enabling pharma, biotech, and consumer health partners to optimize product development, launch, and full life-cycle supply for patients around the world.

**Roles & Responsibilities**

- Perform Day to day operations like ensuring all database servers are backed up in a way that meets the client backup policies.
- Perform database deployments and provide support for application releases.
- Analyze, solve, and correct the DB related issues live support.
- Provide 24x7 support for critical production systems.
- Work with Project Management team and perform Server Build operations by following the check list.

- As part of 'Security Pentest' activity work with IT Security team to mitigate ongoing security gaps, fixing the security vulnerabilities by applying the Security patches/ update service accounts which do not meet the security standards.
- Prepare Database Health reports using DBATools PowerShell module.
- Perform SQL Server Express edition and Shared features installation using chocolatey package manager.
- Maintenance and support of High Availability options SQL server Mirroring, Log shipping, Clustering, and Availability Groups.
- Perform and automate day to day DB Operation by writing T-SQL Queries and use Join operation to query information from multiple tables.
- Write complex joins and nested queries.
- Develop and maintain Extract-Transform-Load (ETL) scripts, SQL scripts, and ETL schedules, using MS SQL Server Integration Services.
- Migrating data across different databases and different servers using SSIS, BCP and Import/export tools.
- Manage SSIS packages, stored procedures, jobs, and utilize Server Side tracing to identify performance issues with deadlocks & other locking issues.
- Transformed data from various data sources using OLE DB connection by creating various SSIS packages.
- Prepare DB reports from system tables using Table Join in TSQL statement.
- Perform Side by Side Migrations and In-Place upgrade activities.
- Perform scheduled Monthly maintenance for Microsoft latest patch releases.
- Trouble shoot patch failures, Installer (MSI) Files missing related issues and registry corruption issues.
- Fix NTLM Authentication issues by fixing the SPN registration issues and make sure sufficient Active Directory Privileges to SQL Service account to register SPN.
- **Service Improvement Program activities such as best practices like below:**
  - Update Tempdb configuration based on CPU count.
  - Analyze DB Growth rate and suggest auto growth settings,
  - Verify the drive allocation configurations then suggest 64bit allocations.
  - Review current database file allocations and suggest separate drives for Data, Log and Tempdb
  - Verify Group Policies for SQL Server Service account and make sure necessary privileges are assigned.
  - Make sure SQL Service account is enabled with LPIM, Instant File Initialization and Logon as Service.
  - Enabling SQL Server Startup Parameters such as -T1117, -T1118 and -T3226.
  - Verify and suggest the DB maintenance jobs.

**Environment:** SQL Server 2005 - 2019, Replication, Availability Groups, Merge Replication, Manage Product Life Cycle, Monthly maintenance, BMC Remedy, IP Center Ticketing and Monitoring. SIA (Savvis Internal Automated Monitoring), SSIS, SSRS, Chocolatey, AzureSQL, AzureVM, Outlook and Teams, DBATools, SQLNexus

**Project 2: Client: PepsiCo.**

**Client Location:** US

**Duration** : Dec-2019 to Aug-2022

**Role** : Database Admin Consultant – SME (L3 Engineer)

**Project Description:**

PepsiCo, Inc. is an American multinational food, snack, and beverage corporation headquartered in Harrison, New York, in the hamlet of Purchase. PepsiCo's business encompasses all aspects of the food and beverage market. It oversees the manufacturing, distribution, and marketing of its products.

**Roles & Responsibilities**

- Creating/configuring Azure SQL Databases and Azure SQL Managed Instance (PaaS/DBaaS)
- Creating Server/Database firewall rules in Azure SQL Databases.
- Restore and export Azure SQL Databases with BACPAC files.
- Implement security and access controls for databases.
- Migrating On-Prem Databases to Azure SQL Databases using DMA
- Exposure to DMA tools for On-Prem and Azure migrations.
- Perform all Azures SQL related Tasks on clients Azure Partner portal.
- Creating Server/Database firewall rules in Azure SQL Databases.

**Environment:** Azure SQL(MI), DB Migrations from OnPrem to Cloud, Azure Backup restore, Azure Portal and DMA Tools, BMC Remedy and ServiceNow.

**Project 3: Client: SallieMae Consumer banking company**

**Client Location:** US

**Technologies :** SQL Server 2005 to 2019, AWS

**Duration :** Dec-2019 to Aug-2022

**Role :** Database Admin Consultant – SME (L3 Engineer)

**Project Description:**

SLM Corporation is a publicly traded U.S. corporation that provides consumer banking. Its nature has changed dramatically since it was set up in 1973. At first, it was a government entity that serviced federal education loans.

**Roles & Responsibilities**

- Managing Databases and SQL Servers on On-Premises and AWS EC2 instances and AWS RDS
- Database refresh activities on SQL Servers Part of Logshipping and Availability Groups.
- Execution of T SQL Scripts generated from Azure Devops Pipelines and share the reports to application support teams.
- Being offshore team provide support in EST off-business hours.
- Perform DB Maintenance activities on AG Primary/Secondary servers Mapped with Logshipping DR SQL Servers.

In addition to the above Primary clients/Projects I support Arterra, Brookfield Renewable Partners, Enercare, Subaru.

**Environment:** SQL Server 2012/2016, T-SQL, AWS EC2 and AWS RDS,AWS Portal, Always on Availability Groups and Replication, Log shipping, BMC Remedy and ServiceNow.

**IBM India Private Limited:**

**Client : ICCE(International Coca-Cola Enterprises)/ CCEP(Coca-Cola European Partner)**

**Client :** Coke UK & US

**Duration :** Sept-2013 to Nov-2019

**Role :** Senior Operations Professional – MSSQL DBA

**Project Description:**

Coca-Cola European Partners is a multinational bottling company dedicated to the marketing, production, and distribution of Coca-Cola products.

**Roles & Responsibilities:**

- Handling Day-to-Day tickets raised by clients/tools & accept shift Handover.
- Performing SQL server daily health check and preparing a report based on it.
- Worked on RFS Projects which includes SQL Server builds , Migration and in-place Upgrades.
- Applying latest Patches and Security Updates in order to make sure SQL Servers come under Microsoft support according to Product Life Cycle. Getting risk letter signed by customer for older versions.
- Monitor SQL server performance using SQL Server profiler, Extended Events and PerfMon.
- Supported clients cloud environments on Azure.
- Assist clients over call and screen share on troubleshooting the DB Connectivity issues.
- Successfully implemented migration & upgradation of SQL Server 2000 & 2005 databases to SQL Servers 2008R2 to 2016 to 19 and then Fixing orphan users.
- On-call support during Non-Business hours.
- Managing Backups on a daily basis and Recovery & Restore as per requirement.
- Working on Compliance tickets make sure SQL Servers follow Customer Specific security policies.
- Successfully implemented migration & upgradation of SQL Server 2000 & 2005 databases to SQL Servers 2008R2 to 2016 and post restore tasks
- Performed 20+ In-Place upgrades from SQL Server2008 32bit to 2008 R2 64bit
- Performing Disaster Recovery (DR) test on a half yearly basis and also ensuring the Primary and Standby databases are intact.
- Implementation & maintaining High availability Options like Fail-over Clustering , Availability Groups , Log shipping, Mirroring & Transactional Replication.

- Creating logins and assigning proper permissions to the created logins, mapping logins to the database and granting appropriate permissions. also granting access on SSRS and Analysis Services.
- Worked on suspect database and also ensuring recovering of data with almost or no data loss
- Provided fixes to SQL Services start up failures during VM domain migration.
- Successfully implemented SQL Server 2017 Always on High availability Groups with new feature read-only routing with SSL(Secure Socket Layer) Encryption

In addition to the above Primary Coke Project, I supported Economical Insurance, Jones Lang LaSalle Incorporated, Musgrave Ireland Projects as Backup resource.

**Environment:** SQLServer2000, 2005, 2008R2, 2012, 2016, T-SQL, OLTP, DDL, DML, ETL, TCP/IP, SSIS, PowerShell, windows 2000, 2003, 2008R2 , 2016 , XML, Tivoli Data Protection and Monitoring , Failover Cluster Instances, SSL Encryption, Mirroring and Log shipping, Monthly Maintenance and Half yearly DR Activities and ServiceNow, Maximo Ticketing.Azure, Lotus Notes, Sametime.

## **Team Solutions**

### **Client: IdeaScale DB**

**Location:** US, California

**Duration:** Sept2010 to Sept2013

### **Project Description:**

IdeaScale is an easy-to-use, yet powerful solution for the collection of feedback and ideas. IdeaScale was born in the cloud in 2008. IdeaScale garnered high-profile foundation of compliance, security, and scalability for private. and Enterprise sectors, where the solution is now used by many of the world's most recognizable brands.

### **Roles & Responsibilities:**

- Handling Day-to-Day tickets raised by clients or monitoring tools, accept shift Handover across 24X7 support
- Checking E-mail Alerts if any for servers and Performing SQL server daily health check and preparing a report based on it
- Creating logins and assigning proper permissions to the created logins, mapping logins to the database and granting appropriate permissions
- Managing Backups on a daily basis, Perform recovery & restore as per request
- Configured database mail and alerts
- Monitoring SQL server performance using SQL Server profiler, SQL Server side Traces & Perfmon.
- Implementation of SQL Logins, Roles and Authentication modes as a part of Security Policies for various categories of User Support
- Ensure that every user is connected to the Database Server and troubleshoot whenever there is any problem in the connectivity
- Successfully implemented migrations and upgradation of SQL Server 2000 & 2005 databases to SQL Server 2008R2 and then Fixing orphan users through stored procedures.
- Monitoring Disk Space of all the Servers and freeing up space as per SQL Server i.e. Older Backups, Unused Files etc
- Implementation & maintaining High availability Options like Logshipping & Mirroring
- Performed cluster failover as part of DR plan and also troubleshooting of node failure issues
- Worked on suspect database and also ensuring recovering of data with almost or no data loss

**Environment:** SQLServer 2005 and 2008R2, T-SQL, VB Script, SQL CMD, DB Mail.