



SARABPREET SINGH ANAND

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Professional Summary

Goal-oriented Management Consultant successfully assisting companies by developing and implementing updates to operational standards, team organization and employee engagement strategies. Proactive leader with top-notch skills in streamlining information, prioritizing tasks and approaching issues with analytical mindset. Bringing 16 years of progressive experience and demonstrated track record of success.

Certifications / Accomplishments

- Awarded “**GTS Rockstar**” for Delivering Exceptional Business outcomes. (IBM)
- Awarded as a Data Platform (SQL Server) – **MVP** 2013-2018 by Microsoft
- Aspiring to Management (IBM Leadership Academy)
- **Agile Accelerate (IBM)**
- **Google Cloud Certified: Professional Cloud Architect (GCP)**
- **Microsoft Certified: Azure Database Administrator Associate**
- **Microsoft Certified: Azure Administrator Associate**
- **Data Science Foundation Specialization (Coursera/IBM)**

Python for Data Science

Data Science Foundation – Part-1

Databases and SQL for Data Science

Tools for Data Science

- **MCSA: SQL 2016 Database Administration**
- **70-764: Administering a SQL Database Infrastructure**
- **70-765: Provisioning SQL Databases**
- **Microsoft Certified Trainer**
- **Golden Gate Troubleshooting and Tuning (Oracle).**

Experience

Delivery Operations Manager

IBM \ Kyndryl

04/2016 to Current

Noida, INDIA

- Managing Database Delivery Operations
- Leading a team of 49 Database professionals and delivering Services to one of the largest global customer with total footprint of 1400+ Instances
- Maintaining SLA & Ensuring uptime
- ITSM - SNOW for Incident, Change and Problem Management
- Ensuring RTO & RPO for Tier 0\1 databases
- Health Check Scans & Audits
- Incident Reduction
- Overlooking Automation initiatives
- Migration to cloud – (AWS + Azure)
- Lifecycle management

- Certification\Decertification of Databases
- Running Service Improvement Programs
- Timesheet approvals
- Cross functional collaboration
- Managing Customer escalations & meeting all the Expectations
- Conducting Internal Daily Service delivery call, Change review call & Monthly Review calls.
- It's a customer facing role with daily\weekly interaction with service leaders

Technical Architect (April-2016 till Sept-2021)

- Resolving escalated issues
- Troubleshooting & analyzing performance issues
- Attending Sev1 calls (major Incidents)
- Automation for alerting & reporting using PowerShell + WMI + T-SQL & HTML
- Solution Designing & Deployment of new Auditing
- Certification & De-certification of new servers
- Providing RCAs & working on problem records
- Designing high availability & disaster recovery solutions; leading the development of business continuity plans and implementation of disaster recovery solutions
- Migrating Servers: P2V, V2V and DC migrations (Data Centre Migrations)
- Involved in DR testing; supervising performance issues & PCM incidents
- Assisting in lifecycle management projects
- Designing auditing reports & collection of required data
- Managing all Internal & External Auditing.
- Monitoring daily, weekly & monthly maintenance
- Technologies in support: Clustering, Mirroring, Always-On and VCS Clusters with VVR replication
- Involved in planning of large-scale changes & implementation
- Identifying training needs and providing training to internal teams
- Creating knowledge base documents for repeated issues; taking repeated issues to permanent closure wherever possible with coordination of other teams
- Maintenance of SOPs

Associate Consultant (SQL Server Lead)

08/2012 to 03/2016

HCL

Noida, INDIA, India

- SQL Server SME (Subject Matter Expert)
- Team Leader handling 14 SQL DBAs
- Performed transition for one of the largest customers of HCL (Global Transitioning)
- Creation of Runbooks
- Incident management & assisting team
- work assignment and making sure team is able to resolve the issues
- Working on Ticket Reduction & alert optimization strategies.
- Looking into Problem Management and Change Management
- Providing RCAs
- Streamlining the process
- Designing backup & recovery plans

SQL Database Administrator

09/2011 to 08/2012

HP (Hewlett Packard)

Bangalore, INDIA, India

- Handling Critical Petroleum Customer
- Managing over 350+ Instances
- Daily Incident management
- Installation and Management of SQL Server
- working on Performance issues & suggesting Dev\ Application teams
- SQL Server Edition change, Granting new permissions
- Scheduling and troubleshooting Agent Jobs
- Release to Production

- Security Auditing
- Providing Training to SQL Team
- Creating SOPs for new Builds

Technical Specialist

05/2008 to 08/2011

Wipro Ltd

Gurgaon, India

- Managing a team of 6 SQL DBAs
- Supporting 850+ Databases
- Database Administration and resolving day-to-day issues
- Configuring and troubleshooting backup/DR jobs
- Recovery of databases
- Determining performance bottleneck
- Planning for Consolidation and Migration
- Creating billing opportunities and managing DB Inventory
- Coordinating with Microsoft for Critical Cases
- Automating SQL Server monitoring and improving current processes
- Designing High Availability Database Solutions like Replication, Log-shipping and Mirroring
- Also Involved in Change Management, preparation of RCA
- Handling second level escalations
- Managing MS SQL Clustered servers
- Database files and file group management
- Database Storage space management
- Database user management
- SQL Server monitoring
- Provide database support for Production, UAT and development database environments

SQL Server Specialist

09/2007 to 04/2008

JK Technosoft

Noida, INDIA

- Database Administration and resolving day-to-day issues
- Managing MS SQL Clustered servers & Log Shipping
- Database files and file group management
- Database Storage space management
- Database user management
- Performance monitoring and Tuning
- Recovery of databases
- Database audit implementation and monitoring
- Remedy / Incident Management Support
- Implementing database change requests received from developers
- Reviewing existing backup and recovery procedures and recommendations
- Change Management, preparation of RCA
- Configuring and troubleshooting backup/DR jobs
- Recovery of databases

SQL Server Consultant

12/2006 to 09/2007

Koenig Solutions

New Delhi, INDIA

- SQL Server Database Administration
- Configuring backup & maintenance jobs via SQL Server Agent
- Import Export of Database
- UAT Database Refresh
- SQL Server monitoring
- Implementing snapshot Replication, Log-shipping and Mirroring
- Database files and file group management
- Adding new data files\ moving Databases from one drive to another
- Creating new logins\users & granting permissions

Tech Executive - Student Management System

11/2005 to 12/2006

NIIT

Gurgaon, INDIA

- Deputed at NIIT Head office, part of Africa region
- Managing NIIT's Student management System called EnCore.
- Backend database for EnCore is MS SQL Server.
- Query handling regarding EnCore from each center.
- Preparing & Providing encrypted version of Update\Insert T-SQL queries to fix backend issues related to Curriculum\ Fee and other Student Management issues.

Skills

- Operations Management
- Proactive
- ITSM - SNOW
- Incident, Change and Problem Management
- Handling Escalations
- People Management
- Team Handling
- SQL Server Administration
- T-SQL
- Azure SQL
- Azure Cloud computing IaaS and PaaS
- Python Programming
- GCP and understanding of Kubernetes

Education

MBA (3-year PGDM): Information Technology

IMT

Ghaziabad

GNIIT: IT

NIIT

Delhi

B.Com (H): Accounting

Shri Guru Tegh Bahadur Khalsa College

New Delhi