Vicken Khachadourian

650 299-9927 (h)   415 699-6462 (M)   vkhachad@yahoo.com

TECHNICAL SUMMARY

- **19 years** of extensive experience as **Oracle Database Support engineer** working with several thousand production DBA's including Oracle Applications installations. Hands on experience in working the toughest production threatening problems on all major configurations and operating systems, including **RAC, clustering, HP/UX, AIX, Solaris, Red Hat Linux.**

- Maintained a 100% success record as an **Oracle 11g/10g/9i/8i/7/6/5** Database Support engineer, including responding to **7x24 Operations**. Was employed as a flexible and last resort solution finder when all else failed in most major Support groups including **BDE (Bug Diagnostics and Escalations), The Escalation Center, Advanced Analysis, Advanced Resolution** and many others.

- **Delivered formal training** to a class of 20 in Dataguard for physical and logical standby options.

- 13 year record of **producing written technical plans for the quick and reliable recovery from catastrophic failures of mission critical systems due to outage, system freezes, performance degradation, corrupt data, etc.**

- 19 year experience in **Database Installations, Configuration, Monitoring, Maintenance, Patches, Data Migrations, Database Upgrades, and Supporting 5+ Terabyte Databases** and DB Applications.

- 6 month experience in **Oracle Applications R12**, applying patches, cloning and maintaining it for production purposes.

- Knowledge in **RMAN** and Conventional **Backup (Hot/Cold), Recoveries.**

- Impressive expertise in **Performance Monitoring, Tuning, Trouble shooting, SQL Tuning, Query Execution Plans, Hints, AWR Reports, Statspack Reports, STATS gathering, Partitioning, Data Retention.** Maintained a 100% success rate in quickly unfreezing production systems in the past 13 years.

- 5 months as a preproduction and then production **Oracle database and apps DBA**

- Experience in **PL/SQL Programming**

- Hands on experience in **Data Pump, Export, Import, and SQL*Loader** utilities.

- **Produced and maintained documentation** and ensure quality assurance and testing objectives are met by product marketing and development.

- **Ability to interface with a diverse set of organizations,** including event promoters, the traffic police, live TV sportscasters, university athletic departments, municipal or federal government officials and the general public.

- **17 years of success in operational planning and logistics** in the production and scoring of running races, triathlons and cross country ski races in the San Francisco Bay Area, Lake Tahoe, Los Angeles and Hawaii.

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EDUCATION: Bachelors Degree in Mathematics with emphasis on Computer Science from U.C. Berkeley.

TECHNICAL INVENTORY and TOOLSET

Database Management:	Oracle 11g/10g/9i/8i/7/6/5, Oracle Applications R12
Hardware Systems:	Sun, IBM RS/6000, HP 9000, IBM PC, x86, x86_64, I64
Operating Systems:	UNIX (Solaris 9, 10, AIX 3.2, 5.3, HP-UX11), Windows 95/98/NT Windows 2000/XP, Windows 2003, Linux Redhat 2.1, 3.x, 4.x, 5.x (32bit, 64bit).
Programming Languages:	SQL, PL/SQL, UNIX shell scripting, HTML.
System Management Tools:	Oracle Grid control, TOAD, TOM (The online Monitor), DBCA, TKPROF, RMAN, ASM, RAC, Import/Export, SQL loader, SqlNET, Tuning packs, Data Guard, Data-Pump, Imperva Secure Sphere.
Development Tools:	SQL*LOADER, PL/SQL, SQL*PLUS.

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EMPLOYMENT HISTORY

Sarbanes Oxley and 2.5 Tb Oracle Database Administrator –
Kaiser's Onelink Database
Kaiser Permanente, Pasadena, CA   **October 2011 – Present**

3 months as a Sarbanes-Oxley DBA, then a production DBA for Kaiser's biggest database, Onelink.

- Took over the Imperva production monitoring for Kaiser's National Pricing System, after a smooth transition.
- SWAT team member to get Kaiser's 4 TB database, **Onelink**, running Kaiser's financial accounting system functioning and performing again on Peoplesoft.
- Refreshed test databases from production.
- In 1-hour solved a performance problem that up to 15 DBA's and Oracle Support could not solve over a 2-month period.
- Mentored the Kaiser ETL team on a daily basis to make sure jobs ran OK. Advised management and team members on best uses of Oracle features. Monitored the database server when they used the ASCENTIAL tool to run their jobs.
- In 1 hour diagnosed a chronic production outage that Oracle Support and the other DBA's could not solve in over 9 days.

Database Forensics and Litigation Leverage Builder –
<Name withheld>, Temecula, CA   **April 2011 – August 2011**

Technically and forensically analyzed for the CEO, the president and the legal team, all aspects of the company's IT operations for Oracle's 11g Database and R12 of the Oracle e-Business Suite, to establish why a $2.5 million implementation went over budget, caused $280 million in consequential damages. The analysis resulted in the filing of a $280 million lawsuit against 3 defendants by one of the largest law firms in Los Angeles.

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Reviewed the IT director's and team's actions. Immediately started removing the performance obstacles for the Oracle 11g database that were crippling the system on a daily basis.

- Reviewed 358 Oracle Service Requests and tried to see who was responsible for the failures.
- Interviewed and hired a new IT director.
- Trained the IT team on better database practices after the previous IT director left.
- Reported to the CEO and his legal team on best practices.
- Replaced the long running RMAN backup procedure with a 45 second options by taking volume snapshots.

Oracle Database and Applications DBA – Hitachi Consulting   Sept. 2010 – March 2011

Performed all essential database administrator jobs for the preproduction development team, -

- Maintained 4 pre-production E-Business Suite (EBS) and GRC databases, while preparing the production machine to go live on January 3, 2011
- Cloned of the entire apps and db environments on a weekly basis. Met all production availability deadlines.
- Applied patches
- Installed and built of the production environment on a new machine going production
- Performed the daily tasks supporting the production team
- Conducted root cause analysis (RCA) for failures and producing reports.

Oracle Database Support Engineer - Oracle Corporation
Redwood City, CA   February 1992 – March 2009

Engineer for Oracle Support. Served in all major groups as needed by the business. They include: The Escalation Center, handling only Severity 1 cases, BDE (Bug Diagnostics and Escalation, helping engineers solve problems and interfacing with development), Advanced Analysis, and Advanced Resolution. Duties included:

- Database Installation, silent Installation and embedding oracle base software into the product on multiple platforms.
- 14 year experience in crisis management of several dozen DBA teams, business units, Oracle escalation contacts, developers, CIO's, CTO's through their most severe system outages and escalations.
- Reviewed and supported many configurations including **Oracle Real Application Clusters (RAC)** on ASM & Clusterware.
- Configured and supported and delivered training to a class of 20 in India on **Dataguard.**

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Presented many other classes on successful problem solving, block corruption and introduced an approach which became mandatory training globally for all support engineers on how to throw away 99% of Oracle's massive trace output to use the 1% that is going to help solve the problem.

- Frontline customer support of Fortune 1000 customer's production systems.
- When large systems suffered outages and production jobs were behind, after bringing the system up, assisted many customers catch **up with their batch processing, covering almost every functionality customers use an Oracle database for,** to make sure they make up for the backlog. The functionality includes, but is not limited to: **Transaction processing, Report generation, ETL, Data Warehouse related decision making operations, Data Manipulation and others.** Monitored the system stress level and maintained system stability when these jobs ran with higher volume to catch up.
- **Was one of the active members of the V7 beta program.** Wrote, tested and supported stored procedures, database functions and triggers. For example, used these tools under intense pressure to save and restore customer's data integrity when blocks got corrupt, and vital data had to be ready for production again.
- Installed, migrated, supported Customer Databases onsite and remotely.
- Performance planning and solution implementation to handle **high-speed and high volume data**.
- Automated database administration/data management tasks.

Environment: Red Hat Linux AS 4, Sun Solaris 9,10, Oracle 10gRAC,9i, 8.1.7.4,UNIX Scripting, PL/SQL,ASM, Partitioning, Grid Control/OEM, Data Guard**,** RMAN, Shell Scripting

Sales Consultant – GAIN Technologies

Palo Alto, CA   **October 1991 – February 1992**

Built Tom Siebel's (CEO) personal demo starting with the product when it was in alpha stage.

- Provided technical support to Tom Siebel during his demos to make sure all technical questions are answered to the high profile evaluators.
- **Completed the version of the demo to receive a $10 million venture capital check** to continue the operations of the company.

Environment: Solaris, Objectivity Database and a proprietary hyper media programming language.

Manager Sales Consulting – Oracle Corporation Direct Marketing Division

Belmont, CA   **June 1990 – October 1991**

- Was given a headcount of 12, **but in the 1990 recession got the work done with 9,** saving the company funds.

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- Quickly trained 6 college graduates with no knowledge of Oracle products or procedures to support 50 sales reps and 30 telemarketing reps with a $65 million division quota.

Environment: All major 80 operating systems that Oracle ran on in those days, and all Oracle database products and tools, except for financial applications.

Oracle Account Manager – Direct Marketing Division

Redwood City, CA   **January 1989 – June 1990**

- Learned how to be a sales rep, and succeeded in transitioning from the mindset of a support technician to a sales rep

- Successfully sold $1 million worth of Oracle database product and tools in the year when Oracle's sales doubled from $500 million to a billion. Attended sales quota club.

- Sold product to General Dynamics, SAIC, Gensia Pharmeceuticals, California Portland Cement, Intel, Honeywell, Motorola and several dozen customers in Southern California and Arizona.

Environment: All 80 Oracle Operating systems

Kernel Support Rep – Oracle Support

Belmont, CA   **March 1987 – January 1989**

- Learned and supported the Oracle V5 product in a period of explosive growth.
- Became the first Oracle Database Kernel Support rep when Oracle formed the centralized support team for the first time in its history.
- Performed installations, solved database freeze cases, wrote SQL statements over the phone for customers about 40% of the time because everyone was learning SQL then.
- Delivered training on SQL*Loader and EXPort / IMPort for Oracle colleagues.
- Became one of the members for V6 beta testing group.
- Wrote the Oracle dictionary cluster views for V6. The proposed format for the V6 views stayed in effect for V6 – V11i
- Wrote the paper on V6 recovery which was published in Oracle Magazine, and presented it at a standing room only large session at the Oracle International User's Group convention in 1988.
- Saved the database header for one of the first Oracle Applications databases for Burlington Coat Factory, which later on was labeled the Burlington Miracle. A trace file had written over and wiped out the first database file header. The customer had no backups. They were in danger of losing all their production data. Worked with unix support, built a test database file header, grafted it to production, and working one failure at a time brought the system up in a

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week.

The Final Result – Road Race Production and Scoring – President / Founder
San Mateo, CA   April 1985 – February 2002

- Computer scored hundreds of running races, and furnished the accurate and timely results to TV broadcasters, publications, race directors and runners. **Met deadlines under tremendous pressure, demonstrating operational and logistical skills to make decisions on the fly.**
- **Took responsibility for the entire event production** from event planning with municipalities, course and venue design, advertising and the collection of applications from runners, interfacing with sponsors, preparing race day entertainment, food and water, T-shirt and flyer design, athlete safety, interfacing with and satisfying promoters, local and federal government officials, and on race day **managed a team of 15 workers and 40 or more volunteers to make the event a success.**

- The events include:

  1. **San Francisco Marathon** – 1985, finish in front of city hall
  2. **SUPER-RUN II "America's Race",** live nationwide broadcast on ABC Sports with $1 million prize money. Finish line at the Stateline in South Lake Tahoe.
  3. Production and directing of World Cup 5K and 10K, closing San Francisco's Fishermen's Wharf on a Saturday, working the promoters, police and sponsors.
  4. **Run the Runway** and Moffett Field and the Alameda Naval Air station, closing the runway 7 times to produce the race for active duty military and the running public.
  5. **Escape from Alcatraz Triathlon**, scored the event for the race director and NBC sports
  6. **California Mile,** the world's toughest mile up California Street in downtown San Francisco. Computer scored the event for 5 years for a live local TV broadcast.
  7. **First & 10, benefiting the NFL Alumni** chapter of San Francisco
  8. **Olympic Circle,** benefiting the Northern California Olympians.

Produced and scored events for the U.S. Navy, the City of Palo Alto, the City of Millbrae, the City of Foster City and the City of San Ramon, Kirkwood Ski resort, and many other organizations, including independently produced events. Worked with more than a dozen charitable organizations and produced tens of thousands of dollars for their causes.