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| Mahender Pulagorla  Sr SQL Server DBA/ Cloud DBA  . |

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| **Professional Summary** |

* Adept Sr. SQL Server DBA/ Cloud DBA with a proven track record of successful migrations, I expertly transitioned over 100+ On Premise SQL Servers to AZURE, AWS, and GCP environments at NCR. At Subway, Kraft Hienz, Mondelez International I enhanced database resilience and performance, leveraging high availability solutions on databases. Renowned for strategic cloud migrations and robust disaster recovery, my leadership and technical acumen consistently advance enterprise objectives.
* Having 10 + years of experience in Database Administration of very large and complex databases in SQL Server 2022, 2019, 2017, 2016, 2014, 2012, 2008 R2, 2008, 2005 and SQL Server 2000.
* Expertise in Database Administration on Production Servers with server installation, configuration, Performance tuning and database infrastructure maintenance with outstanding troubleshooting capabilities.
* Proficiency and expertise in Database Backup/Recovery, Disaster recovery and planning.
* Experience with installation, failover, applying patches, fixing the issues of SQL server cluster.
* Configured High availability features Log shipping, Mirroring, Replication, always on availability Groups.
* Configured replication between Always on availability groups.
* Extensive experience in Snapshot, Transactional and merge replication features.
* Migrated SQL Server 2008 databases to SQL Server 2016 using DBA tools (PowerShell).
* Recovered Database servers from Ransomware attack.
* Configured and maintained Always on availability groups for critical production servers.
* Experience in mentoring team members and writing documentation for SOPs.
* Having conversations with clients/application & development teams regarding issues and keeping track of the issues till it gets resolved.
* Installed and configured MySQL Database servers on Linux and Windows operating systems.
* Assisted in database backup and recovery operations, including implementing backup schedules, monitoring backups, and performing restores as needed.
* Assisted in database security administration, including user management, permissions management, and auditing.
* Implemented MySQL replication as part of HA solution.
* Implemented PostgreSQL installation, User access management, Backup, restores activities.
* Having experience on Migrating on Premises SQL Databases to SQL Azure, AWS using DMS and Backup restore method.
* Installed SQL Server 2016 and 2019 versions on AZURE VMs and AWS EC2 instances.
* Configured and provided operational support for Always on availability groups on AWS EC2 instances.
* Created and managed MySQL, PostgreSQL, SQL Databases on AZURE, AWS RDS and GCP environments.
* Migrated on premise MSSQL databases to MySQL Databases on AWS (RDS).
* Migrated on premise MSSQL databases to PostgreSQL Databases on AWS(RDS).
* Migrated on premise MySQL databases to MSSQL databases on AWS(RDS).
* Created read replicas for MySQL Databases in GCP Cloud.
* Upgraded SQL Server instances from SQL Server 2017 to SQL Server 2019 in GCP environment.
* Installed and provided operational support for Mongo DB.
* Having experience on installing SQL Servers on AZURE VMs.
* Experience in moving on premises SQL Server databases to Azure using Bacpac files and Backup, restore method.
* Experience in working with Azure SQL Database Import and Export Service.
* Refreshing databases from one server to another server from AZURE portal and using T-SQL Scripts.
* Having experience on configuring Virtual machines using Azure portal.
* Having experience on configuring elastic pools.
* Adding and removing databases from elastic pools and scaling elastic pools as per the demand.
* Troubleshooting performance issues using AZURE monitoring.

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| **Technical Skills** |

OS : Windows Server 2003, 2008, 2012, 2016, 2019, Linux

Databases : SQL Server 2000, 2005, 2008R2, 2012, 2014, 2016, 2019, 2022

Azure SQL and Azure Managed Instance, GCP Cloud SQL, Mongo DB, Cosmos DB, MySQL, PostgreSQL

Scripting : T-SQL, PowerShell

BI : SSIS, SSAS and SSRS Administration

Monitoring Tools : Sentry One, DBMON, Activity Monitor

Backup Tools : SNAP Manager

Applications :MS-Office, Slack, Microsoft Teams, SharePoint

Ticketing Tools : ServiceNow, BMC Remedy, SM9

High Availability : Log shipping, Mirroring, Replication, Clustering and Always On availability groups.

Cloud Services : IaaS, PaaS, DMS, Azure SQL, Azure Managed Instance, Azure Data Factory, AWS, GCP

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| **Experience** |

**Northern Trust Corporation, Chicago, IL** April 2024 to till now

Northern Trust Corporation is an American [financial services](https://en.wikipedia.org/wiki/Financial_services) company headquartered in [Chicago](https://en.wikipedia.org/wiki/Chicago), [Illinois](https://en.wikipedia.org/wiki/Illinois) that caters to corporations, institutional investors, and ultra-high net worth individuals. Northern Trust is one of the [largest banking institutions](https://en.wikipedia.org/wiki/List_of_largest_banks_in_the_United_States) in the United States and one of the [oldest banks in continuous operation](https://en.wikipedia.org/wiki/List_of_oldest_banks_in_continuous_operation).

**Responsibilities:**

* Migrating database servers from on-premise data centers to AZURE IAAS and PAAS environments.
* Upgrading Lagacy SQL servers to latest SQL server 2022 version.
* Analyzing the servers and databases using DMA tool before migration.
* Fixing missing indexes and fine-tuned indexes as per the requirement.
* Refreshed databases from one server to another server from AZURE portal and T-SQL scripts.
* Remediating SQL Servers from non-standard settings.
* Creating KB articles on non-standard settings on SQL server.
* Troubleshooted access issues and performance issues after migration.
* Performed Disaster recovery of databases servers.
* Configuring High availability and DR solutions using Always on availability groups.
* Having extensive experience and troubleshooting skills in snapshot, transactional and merge replication.
* Implemented encryption on databases and on backups.
* Supporting and managing multiple Production, Staging & Development instances.
* Fixing missing indexes and fine-tuned indexes as per the requirement.

**Environment:** MSSQL Server 2008R2/2012/2014/2016/2019/2022 on Windows OS servers, Visual Studio, BIDS, Service Now, SCOM Alerting, Spot light, AZURE, AZURE SQL Databases, AZURE VMs.

**NCR, ATLANTA, GA** October 2022 to Feb 2024

SQL Server DBA/ Cloud Database administrator

**NCR** Corporation is a leader in transforming, connecting, and running technology platforms for self-directed banking, stores, and restaurants. NCR is headquartered in Atlanta, Georgia, with 35,000 employees globally. NCR is a trademark of NCR Corporation in the United States and other countries.

**Responsibilities:**

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| * Migrated 100+ On premise SQL Servers to AZURE Cloud environment. * Installed SQL Server 2016 and 2019 versions on AZURE VMs and on AWS EC2 instances. * Migrated 30+ On premise SQL Server database servers to AWS cloud environment using DMS service. * Migrating databases from On-premise SQL servers to cloud VMs. * Created and Managed MySQL, PostgreSQL, SQL Server on AWS RDS environment. * Created and managed MySQL, PostgreSQL, SQL Databases on AZURE, AWS and GCP environments (PAAS). * Migrated on premise MSSQL databases to MySQL Databases on AWS(RDS). * Migrated on premise MSSQL databases to PostgreSQL Databases on AWS(RDS). * Migrated on premise MySQL databases to MSSQL databases on AWS(RDS). * Created read replicas for MySQL Databases in GCP Cloud. * Created Cosmos DB accounts as per the requirement from client. * Created and deleted the containers from the Cosmos DB. * Configured read regions and write regions for the Cosmos databases. * Configured alerts for the Cosmos Databases. * Performed point in time restore of Containers and databases. * Configured Backup and recovery methods for the Cosmos Databases. * Configured Always on availability groups with 4 replicas on AZURE environment. * Created SOP for how to restore databases from storage containers. * Created SQL Server inventory and backup report using Power shell scripts. * Troubleshooted access issues and performance issues after migration. * Performed Disaster recovery of databases servers. * Configured replication between Always on availability groups. * Having extensive experience and troubleshooting skills in snapshot, transactional and merge replication. * Implemented encryption on databases and on backups. * Supporting and managing multiple Production, Staging & Development instances. * Fixing missing indexes and fine-tuned indexes as per the requirement. * Restored databases from backups when we have a requirement and for testing backup integrity. * Creating and monitoring Azure SQL Server databases. * Configuring and Maintaining Elastic DB pools. * Experience in configuring and monitoring Geo Replication. * Configured failover groups to provide high availability for PAAS SQL Server. * Configuring backups and restoring database from recovery vault. * Configuring Server level and database auditing for SQL server. * Configuring CPU, Disk, DTU usage alerts and Monitoring for Azure SQL servers. * Deploying Azure IaaS virtual machines (VMs) and Cloud services (PaaS instances) into secure VNets and subnets. Configuring Always on Availability groups on Cloud VMs. * Using the tools AZ copy and storage explorer to migrate the databases from on premise to Cloud VM and PAAS SQL servers. * Configuring server level and database level firewalls as per security compliance. * Developed numerous SSRS reports based on OLAP cubes and SQL Server Tables. * Developed OLAP Cubes by using SQL Server Analysis Services (SSAS). * Involved in Design and Development of SSIS Packages using various Control Flow and Data Flow items to Extract, Transform and Load the Data using SQL Server Integration Services (SSIS). * Experienced in configuring Error logging and Event handling to redirect error rows and fix the errors in SSIS. * Implemented the CRQs as per the schedules. * Worked on problem tickets to fix the reoccurred issues. * Provided Root cause analysis for the P1 and P2 incidents. * Monitoring and solving incident tickets, change requests and service calls in 24/7 environment, adhering to SLAs. * Providing 24x7 technical database support for SQL Database systems.   **Environment:** MSSQL Server 2012/2014/2016/2019/2022 and Windows based servers, Sentry one, ServiceNow, Azure SQL, Azure SQL Managed Instance, SSIS, SSRS, SSAS, Visual Studio, PowerShell, DMA, DMS, T-SQL, PowerShell, Azure Data Studio, AWS EC2 and AWS RDS, S3 Bucket. |

**Subway, Shelton, CT** May 2020-September 2022

Sr. SQL Server DBA

**Subway**  is an American multinational [fast food restaurant](https://en.wikipedia.org/wiki/Fast_food_restaurant) [franchise](https://en.wikipedia.org/wiki/Franchising) that specializes in [submarine sandwiches](https://en.wikipedia.org/wiki/Submarine_sandwich), [wraps](https://en.wikipedia.org/wiki/Wrap_(food)), [salads](https://en.wikipedia.org/wiki/Salad), and [drinks](https://en.wikipedia.org/wiki/Drink).  It was the fastest-growing franchise in the world in 2015 and, as of September 2023, had over 37,000 locations in more than 100 countries and territories. More than half its locations (21,796 or 58.1%) are in the United States. It also is the largest single-brand restaurant chain, and the largest restaurant operator in the world. Its international headquarters is in [Shelton, Connecticut](https://en.wikipedia.org/wiki/Shelton,_Connecticut), with a second headquarters in [Miami, Florida](https://en.wikipedia.org/wiki/Miami,_Florida).

**Responsibilities:**

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| * Managed around 300 SQL Servers and 500 databases on PAAS, supporting max size of 2 TB hosted in Microsoft Azure. * Upgraded SQL Servers from 2008 to 2016 versions as per the application requirement. * Migrated databases from On Prem to Azure Cloud (IAAS/PAAS) using DMA (Database Migration Assistant) and DMS (Database Migration Service) tools. * Created Cosmos DB accounts as per the requirement from client. * Created and deleted the containers from the Cosmos DB. * Configured read regions and write regions for the Cosmos databases. * Configured alerts for the Cosmos Databases. * Performed point in time restore of Containers and databases. * Configured Backup and recovery methods for the Cosmos Databases. * Database Refreshes from Production to Stage and Development environments as per the requirement. * Participating in deployment of different patches, builds and applications latest versions using build deployment tool Octopus. * Configured and maintained Always on availability groups on SQL Server 2014 version. * Configured SQL Server clustering on SQL Server 2012 version. * Implemented database encryptions in SQL server with TDE. * Designed and implemented Backup plans and disaster recovery strategies. * Configured log shipping, replication, and Clustering as part of HA solutions. * Configured transactional and merge replication as per the client requirement. * Added new articles in existing transactional replication without generating new snapshot. * Performed DR activities on quarterly basis. * Performed Disaster recovery of databases servers. * Reviewed the Activity logs, event viewer, SQL Server error logs for troubleshooting the issues. * Applied SQL Server patches and CUs on on-prem and IAAS SQL servers. * Created logins, users and assigning the permissions to the users in Azure. * Restored PAAS databases to lower environment using bacpac files or from backups from blob storage. * Migrated databases from one server to another server to upgrade the database versions in farm servers. * Analyzed the servers and databases using DMA tool before migration. * Fixing missing indexes and fine-tuned indexes as per the requirement. * Refreshed databases from one server to another server from AZURE portal and T-SQL scripts. * Designed SSIS packages to load the data from different sources like Oledb, Excel, Flat Files into Data warehousing databases. * Involved in Design and Development of SSIS Packages using various Control Flow and Data Flow items to Extract, Transform and Load the Data using SQL Server Integration Services (SSIS). * Designed and developed SSRS reports using SSAS Cubes. * Developed OLAP Cubes by using SQL Server Analysis Services (SSAS). * Developed numerous SSRS reports based on OLAP cubes and SQL Server Tables. * Created new SSRS reports and modified existing reports. Pull the Data for SSRS reports using SSAS Tabular Model as source. * Implemented the CRQs as per the schedules. * Worked on problem tickets to fix the reoccurred issues. * Provided Root cause analysis for the P1 and P2 incidents. * Updating daily and weekly activities to the offshore and onsite managers. * Discussing major projects and issues during our weekly calls. * Providing on-call support on weekly basis.   **Environment:** MSSQL Server 2005/2008R2/2012/2014/2016 on Windows OS servers, SSIS, SSRS, SSAS, ADF, Visual Studio, BIDS, Service Now, JIRA, SQLSentry, AZURE, AZURE SQL Databases, AZURE VMs. |

**Kraft Hienz and Mondelez International, Chicago, IL** Feb 2015-April 2020

**SQL Server Database Administrator**

**The Kraft Heinz Company** is the third-largest food and beverage company in North America and the fifth-largest food and beverage company in the world, with eight $1 billion+ brands. A globally trusted producer of delicious foods, The Kraft Heinz Company provides high quality, great taste and nutrition for all eating occasions whether at home, in restaurants or on the go.

**Mondelez International**, is an American [multinational](https://en.wikipedia.org/wiki/Multinational_corporation) confectionery, [food](https://en.wikipedia.org/wiki/Food_industry), holding, [beverage](https://en.wikipedia.org/wiki/Drink_industry) and snack food company based in [Chicago](https://en.wikipedia.org/wiki/Chicago). Mondelez has an annual revenue of about $26.5 billion and operates in approximately 160 countries. It ranked No. 108 in the 2021 [Fortune 500](https://en.wikipedia.org/wiki/Fortune_500) list of the largest United States corporations by total revenue.

**Responsibilities:**

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| * Working as L3 production support, handling more than 600 + production and non-production SQL servers. * Doing on-call job on weekly rotation basis for 24\*7 support and applying weekly changes on Saturdays and Sundays. * Installation & configuration of SQL Server 2008, 2008R2, 2012, 2014, 2016 and applying latest Service Packs. * Database refresh from live to QA, UAT, and DEV environments. * Edition up gradation & database migration from SQL 2005 to 2008\2008R2, 2012, 2014 and 2016. * Configuring and managing Mirroring, Log shipping, Replication for the new and existing servers. * Working on two node (active \ passive) SQL aware cluster environment. * Troubleshooting and resolving failed application and routine DBA jobs. * Working closely with the Application Support, QA & Development teams. * Creating logins and users, and assigning appropriate privileges to them. * Tuning SQL performance and troubleshooting for slow response in the application. * Implemented database encryptions in SQL server with TDE. * Troubleshooting maintenance plan Failure issues. * Migrating the database to AZURE VMs. * Coordinate with the client DBA Manager on various issues and tracking them to completion. * Maintenance and Administration of Microsoft SQL SERVER Databases. Monitoring the growth of the databases to ensure that smooth running of daily activities. * Created ETL packages using Heterogeneous data sources (SQL Server, Flat Files, Excel source files, XML files etc.) and then loaded the data into destination tables by performing different kinds of transformations using SSIS. * Developed numerous SSRS reports based on OLAP cubes and SQL Server Tables. * Created new SSRS reports and modified existing reports. Pull the Data for SSRS reports using SSAS Tabular Model as source. * Developed OLAP Cubes by using SQL Server Analysis Services (SSAS). * Implemented the CRQs as per the schedules. * Worked on problem tickets to fix the reoccurred issues. * Provided Root cause analysis for the P1 and P2 incidents.   **Environment:** MSSQL Server 2000/2005/2008R2/2012/2014/2016 on Windows OS servers, SSIS, SSRS, SSAS, BIDS Tool, SSMS tool, Service manager9, DBMON, SNAP Manager backup tool  **Varian Medical Systems, Palo Alto, CA**  May 2014- Jan 2015  **SQL Database Administrator**  **Varian Medical Systems** is an American radiation [oncology](https://en.wikipedia.org/wiki/Oncology) treatments and software maker based in [Palo Alto, California](https://en.wikipedia.org/wiki/Palo_Alto,_California). Their medical devices include [linear accelerators](https://en.wikipedia.org/wiki/Linear_accelerators) (LINACs) and software for treating cancer and other medical conditions with [radiotherapy](https://en.wikipedia.org/wiki/Radiotherapy), [radiosurgery](https://en.wikipedia.org/wiki/Radiosurgery), [proton therapy](https://en.wikipedia.org/wiki/Proton_therapy), and [brachytherapy](https://en.wikipedia.org/wiki/Brachytherapy). The company supplies software for managing cancer clinics, radiotherapy centers, and medical oncology practices. Varian Medical Systems employs more than 7,100 people at manufacturing sites in North America, Europe, and China and approximately 70 sites globally.    **Responsibilities:**   * Installing and Configuring SQL Server, including service pack deployments. * Created databases based on client requirements. * Decommission SQL Servers and Databases as per the application need. * Managing Security (Creation of users, logins and assigning roles & grant permissions to the users at various levels). * Fixing Orphaned user during migration of databases. * Implemented disaster recovery plans. * Backing up of all the databases along with the verification. * Checking the status of Backups and Restoration of databases. * Planning & executing database backup and recovery tasks. * Maintenance and Administration of Microsoft SQL SERVER Databases. Monitoring the growth of the databases to ensure the smooth running of daily activities. * Monitoring the Performance of the servers. * Scheduling and monitoring SQL Server jobs, and resolving issues, monitoring health of the database servers, storage, memory & CPU utilization as well as work with systems administrators to ensure optimal database performance. * Ensuring Data consistency in the database through DBCC commands. * Scheduling jobs & maintenance plan in SQL server. * Configuring and monitoring standard maintenance plan in all instances. * Supported for 80+ SQL Servers and 500 + databases from Offshore team. * Implemented the CRQs as per the schedules. * Worked on problem tickets to fix the reoccurred issues. * Provided Root cause analysis for the P1 and P2 incidents. |

**Environment:** MSSQL Server 2005/2008R2/2012/2014/2016 on Windows OS servers, SSIS, SSRS, SSAS, BIDS, Service Now, SQL Sentry.

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| **Education** |

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| **Computer Science and ENGINEERING -April 2009**  Jawaharlal Nehru Technological University, Hyderabad   |  | | --- | | **Certifications** | |  |  |

* DP-300: Administering Microsoft Azure SQL Solutions (3137D4-D54C58)
* AZ-104: Microsoft Azure Administrator (045D24-6AF792)
* 70-432: Microsoft certified professional in SQL Server 2008 Implementation and Maintenance (F023-6485)