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I am an Oracle Database technological evangelist, consultant, mentor, and educator as well as an experienced Oracle DBA educated exclusively through Oracle University courses. I have 30+ years of experience in information engineering across a wide range of industries, databases, and application environments. I leverage my Oracle ACE Director status and the exclusive access it grants me to Oracle Corporation's product managers and technical resources to provide focused solutions to every organization's unique computing issues.

Qualifications

Databases	Oracle (12c, 11g, 10g, 9i, 8i), Informix, Sybase, Microsoft Access, DB2, Teradata, FOCUS
Operating Systems	Linux, Unix, AIX, Solaris, Microsoft Windows, MVS/XA
Hardware Platforms	Exadata, Hitachi, HP, IBM, Teradata
Management Skills	Extensive interaction with analysts, developers, and users during design, development, deployment, and support of databases and related applications. Excellent verbal and written English communication skills are complimented by excellent organizational skills for project, task and resource management
Business Expertise	Banking, education, finance, insurance, manufacturing, marketing, membership, payroll, personnel, sales force administration, telecommunications, and teleconferencing

Professional Experience

Zero Defect Computing, Inc. April 1993 - Present

As independent consultant, speaker, and author:

- Provided consulting services for various clients' customers to assist during implementation of Oracle Database 11g and 12c features - including Automatic Storage Management (ASM), Data Guard, Grid Infrastructure, and Grid Control - in various test and production environments
- Presented topics on Oracle 11g and 12c Database features at Independent Oracle Users Group (IOUG) COLLABORATE, Oracle OpenWorld, Oracle User Group Norway (OUGN), and Hotsos Symposium conferences
- Published over 100 articles for various online and paper publications

As independent instructor for Oracle University and its Oracle Education Partners in the US and Canada:

- Conducted Oracle University training classes concentrating on Oracle Database 11g and 12c core concepts, including Real Application Clusters, Grid Infrastructure, SQL tuning, and database performance tuning
- Trained Oracle employees and Oracle customers on Exadata Database Machine core concepts as well as Oracle GoldenGate fundamentals, troubleshooting, and tuning (one of a handful of instructor permitted to do so)
- Consistently received student satisfaction scores in 90th percentile, and have been awarded Oracle Education Quality Club recognition every quarter

Hitachi Data Systems (HDS) January 2010 – July 2010

As strategic solutions consultant for one of the world's largest storage hardware manufacturers:

- Provided consulting services for over 50 Fortune 500 companies whenever HDS sales engineers and sales consultants encountered issues with storage performance. This included direct analysis of Oracle database performance metadata, AWR reports, and ADDM reports to suggest performance tuning improvements to either Oracle database applications, Oracle database structures, or HDS enterprise / mid-range storage platforms
- Designed, constructed, and implemented Oracle databases, queries, and procedures to perform extreme performance testing of HDS storage platforms and devices
- Engineered, performed, and analyzed results of extensive testing of Hitachi Data Systems (HDS) enterprise-level storage platforms, devices, and management software, including hands-on configuration of hard disk drives (HDDs) and solid-state storage devices (SSDs) within those platforms

- Created, tested, and implemented analysis tools for HDS sales force in-field use via Microsoft Office product suite (Excel, PowerPoint, Word)
- Prepared and published white papers focusing on best practices for Hitachi storage configurations, especially for optimal Oracle database performance
- Prepared customized presentations for HDS customers, sales consultants, and sales engineers, presenting these artifacts during numerous face-to-face customer meetings, HDS sales conferences, and informal HDS training sessions

Fujitsu America August 2005 – December 2009

As *senior Oracle trainer* for the premier Oracle Education partner in the Midwestern US:

- Conducted Oracle University training classes covering various facets of Oracle Database 9i, 10g, and 11g
- Set up new Oracle 10g and 11g databases to facilitate teaching new Oracle 10g and 11g courses
- Prepared hundreds of code examples to illustrate Oracle 10g and 11g features
- Assisted technical staff in formalizing image creation and build-out procedures and best practices
- Configured Oracle 10g and 11g Real Application Clusters (RAC) database servers for student exercises and taught master-level RAC classes, becoming one of just a handful of instructors among Oracle Education Partners certified to do so
- Consistently received student satisfaction scores in 95th percentile, and have been awarded Oracle Education Quality Club recognition every quarter
- Awarded *Oracle Instructor of the Year* in 2009. Competitors comprised the top 30 Oracle University Education Partner instructors in the US and Canada, including several Oracle Certified Masters (OCM)

Conference Plus, Inc. January 2001 – July 2005

As *senior Oracle DBA*, completely responsible for daily operation of all Oracle databases:

- Directly managed conversion of all Oracle 9iR2 databases running under Microsoft Windows 2000 OS to Oracle 10g Real Application Clusters environment under RHEL 3.0
- Responsible for managing and mentoring team of two DBA resources
- Evaluated and recommended new hardware platforms for Oracle 10g RAC conversion efforts
- Monitored the health of and tuned the performance of the corporation's production databases, including server and disk configuration and application of patches to operating system and database servers
- Evaluated Oracle 9i in 64-bit Microsoft Windows 2003 server environment
- Converted all production and development databases from Oracle 8i to Oracle 9i Release 2
- Converted production databases from Sybase to Oracle 8i, including initial data load of several hundred million rows and verification of production data
- Evaluated, selected, installed and managed database server hardware and storage media
- Planned, tested, and implemented backup and disaster recovery schemes utilizing Recovery Manager (RMAN) scripting
- Developed, implemented, and enforced coding standards for PL/SQL development efforts
- Evaluated, selected, and implemented third-party vendor tools for database schema management, version control, and code review
- Created new databases, database objects, and PL/SQL code to support new business requirements
- Duplicated subsets of production databases to development and quality assurance environments
- Mentored application developers and junior DBAs to increase their understanding of Oracle and PL/SQL
- Attended training classes through Oracle University to increase professional knowledge of Oracle database concepts, tuning techniques, and backup and recovery methodologies

As *project leader*, tasked with several mission critical projects. Highlights include:

- Charged with oversight of ongoing strategic project to completely overhaul several critical business functions at ConferencePlus, including application security, globalization, billing and accounts receivable, sales, and customer relationship management (CRM). Responsibilities included:
 - Analyzing extensive business requirements via interviews with subject matter experts
 - Creating scope and business functional documentation for executive management presentation
 - Training new business analysts to derive application business rules through use case methodology
 - Designing object classes using Class-Relationship-Collaboration (CRC) exercises
 - Prototyping database objects to support new and improved business functions
 - Managing scope and deliverables for all team resources
- Responsible for installation of third-party software supporting scheduling and load-balancing of teleconferences on conference bridges. This included oversight of internal development staff in their efforts to develop requirements, design interfaces, construction, testing and implementation. Charged with managing external consultants to produce deliverables – the first time ConferencePlus had utilized external resources for a project of this size.

As *senior Powerbuilder developer*, responsible for conversion of mission-critical Powerbuilder applications from Sybase to Oracle 8i environment. This included review, revision, recoding, testing, and implementation of several hundred Powerbuilder objects.

Kraft Foods July 2000 - January 2001

As *senior Powerbuilder developer*, responsible for all modifications to Commodities Tracking System (CTS) application for FAS-133 accounting requirements and enhancements to include options tracking. Responsibilities included DB2 database table design, construction and testing of DB2/COBOL stored procedures, and revisions to existing Powerbuilder 7.0 application code.

American Medical Association July 1998 – July 2000

- As *team leader*, directed small teams of analysts, developers, and Q/A personnel to construct new applications utilizing the client's software development life cycle. This included development of standardized deliverables for projects and establishment of methodologies for building required objects for future team efforts. Also assisted in evaluation and implementation of automated testing tools and related quality assurance methodologies.
- As *business analyst*, performed object-oriented analysis and design to obtain detailed requirements via use cases; enhanced existing object architecture via object modeling in Paradigm Plus; and created scope, requirement, and detailed design documents.
- As *developer*, prototyped, built, and tested new Powerbuilder objects using client's non-visual object (NVO) architecture. Also developed and tested Informix database stored procedures.

Ameritech November 1996 – July 1998

In role of *lead analyst / developer*:

- Directly responsible for maintenance, tuning, and general support of three mission-critical 4GL financial applications, including creation of detailed system and user documentation.
- Completed database design reviews for existing FOCUS databases for efficiency and survivability.
- Provided mentoring and support for junior developers in FOCUS, project management, and client interaction skills.

G.D. Searle and Company February 1991 – October 1996

Key team member in several mission critical projects for pharmaceutical industry client. Accomplishments included:

- Designed schemas for and assisted in implementation of a customer reference Oracle database.
- Participated in design of, developed logical data model for, loaded, and deployed Sybase database for support of mission-critical client-server system, the client's first PowerBuilder production online transaction processing system for sales force administration.
- Assisted in conversion of existing legacy FOCUS-based databases and reporting and inquiry functions to Powerbuilder environment.
- Managed conversion of mission-critical FOCUS databases and programs from VM/CMS mainframe environment to HP/UNIX environment.

Miller Brewing Company September 1990 – February 1991

Developed and implemented FOCUS database and related application programs for an EEOC compliance tracking system.

Fermi National Accelerator Laboratory October 1989 – September 1990

Developed, maintained, supported and installed FOCUS and SQL/DS database systems using FOCUS and SQL interfaces, SAS, COBOL and SQL for several payroll and human resources applications. Also instructed over one hundred students in Basic FOCUS Skills training classes.

CNA Insurance March 1984 – September 1989

As *project leader*, completely responsible for redesign of several major group health cost containment reporting systems.

As *developer*, assisted in major rewrite of largest FOCUS databases at CNA and provided extensive system and user support.

Publications

January 2003 – Present

Over 100 articles published on various Oracle Database 9i, 10g, 11g, and 12c topics available online:

[Database Journal](#)

[IOUG SELECT Journal](#)

[Oracle Technology Network](#)

[Confio LogicalRead](#)

Conference Presentations

Oracle OpenWorld	2008, 2010, 2013
IOUG COLLABORATE	2011, 2013, 2014
Oracle User Group Norway (OUGN)	2013, 2014
Hotsos Symposium	2014

- Presented *Use Oracle 11g Database Replay to RAC With Confidence (Without Racking Your Brain)* to several hundred attendees at Oracle OpenWorld 2008

Certifications



March 2014

Oracle ACE Director



March 2009

July 2006

July 2005

April 2004

Oracle 11g Certified Professional

Oracle 10g Certified Professional

Oracle 9i Certified Professional

Oracle 9i Certified Associate

Education

Oracle University Training

October 2003	Oracle 9i Performance Tuning
August 2003	Oracle 9i Database Administration II
June 2002	Oracle 9i Application Server Administration
May 2001	Oracle 8i Backup and Recovery

Professional Education

1975-1978	Lewis University, Lockport, IL
2009-	DePaul University, Chicago, IL

References

Available on request