Kerson Wong

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|  | **Senior Database Administrator** |  |
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Highly analytical and performance-focused professional with more than 11 years of IT experience particularly in the installation and upgrade of Oracle and RAC on 10g/11g/12c/18c/19c versions under Linux/AIX platforms. Technically proficient with designing, installation, performance tuning, backup, recovery, and migration data guard, in a variety of environments including UNIX, LINUX, and Windows. Proactive leader and team builder with outstanding multitasking, organizational, and problem-solving skills. Multilingual in Mandarin, English, and Bahasa Malaysia.

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| * Software and Hardware Troubleshooting * Website Development * Database/Data Backup and Recovery | * PC and Network Troubleshooting * Database Optimization and Maintenance * Project Management | * Oracle ASM/ACFS Implementation * Database Performance Optimization Methods * Architect HA and DR Solutions |

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|  | **Career Experience** |  |
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**Assistant Vice President** 7/2020 to Present

CIMB Group, Selangor, Malaysia

Work closely with various teams in conducting multiple tasks in the Murex Database.

**Key Achievements:**

* Conduct database downgrades from 12.2 to 12.1 due to the compatibility matrix of the application.
* Proficiently perform database downgrade from 12.2 to 12.1 for the binary upgrade project (EXPDP/IMPDP).
* Provide database sizing forecast; analyse errors in UAT binary upgrade mock run; and oversee mongodb, a part of Murex module.
* Contribute technical expertise as part of the company’s Murex Application Upgrade project.

**Lead Oracle Database Administrator** 5/2018 to Present

Wishland Software Technology Inc., Manila, Philippines

Oversee the fast-growing 12c database with DataGuard, Broker, and In-Memory; provide data redaction/Data Masking and subsetting. Supervise multiple high-growth database applications with a total current size of 3TB+.

**Key Achievements:**

* Initiate the reorganization of DB tablespace and datafile structure, while rewriting cronjob shell script for DB and server monitoring.
* Proactively function as primary and standby switchover for a storage extended project.
* Partner with multiple teams in spearheading and executing important development initiatives.
* Evaluate new deployment of DBMS scheduler by the Apps Team.
* Utilize Oracle 12c's Remote Management Framework (RMF) in producing AWR report on StandbyDB.
* Initiate performance tuning using Oracle OEM 13c, and coordinate with the developer in modifying the query for better performance on actual Production DB.
* Collaboratively work with the developer in analyzing AWR report for DB performance and diagnose problematic Top SQL, and promptly resolve connection issues with the WebLogic Team.
* Execute SPM to stabilize database performance, carefully review the needs of Gather stats, and Index Rebuild period.
* Participate in architect redesign tasks based on the company’s current solution efforts.

**Senior Oracle Database Administrator** 4/2017 to 5/2018

Netsavers Services Sdn Bhd, Selangor, Malaysia

Proficiently provided analysis of customer-reported issues ad requests in close collaboration with developers.

**Key Achievements:**

* Oversaw Oracle Identity and Access Management 11g implementation on Solaris SPARC.
* Solely managed database (Single DB with DataGuard) daily activities and healthiness (disk space, tablespace, and alert log).
* Spearheaded administrative job through database forecast and by utilizing EM.
* Initiated the installation of Oracle Database 10g Release 2 (10.2.0.4.0) as well as of Oracle Database 11g Release 2 (11.2.0.4.0).
* Handled database hardening for 10gR2 /11gR2, as well as database flashback/switchover twice a year as requested by BNM.
* Executed ad-hoc database flashback for some of database applications as necessary.
* Rebuilt Oracle Database 11gR2 standby database; conducted in-place upgrade of Oracle Database migration from 10.2.0.4 to 11.2.0.4; and led UNIX cronjob configuration as well as Redhat Enterprise Linux installation.
* Initiated the transportable tablespace migration from Production DB to DEV/UAT DB.

**Software Consultant** 6/2012 to 3/2017

Open Adventure Services Sdn Bhd, Malaysia

Executed the latest update ERP application from the developer upon technical resolution and updates.

**Key Achievements:**

* Developed AWR, ADDM, and RDA weekly database performance monitoring.
* Provided installations of Oracle 11gR2 Enterprise Edition (11.2.0.3) on IBM AIX; Oracle 11gR2 Enterprise Edition RAC on ASM; Oracle Business Intelligence Enterprise Edition (v11.1.1.7.0); Oracle Forms & Reports 10g; - Oracle Forms & Reports 11gR2; Oracle Weblogic Server 11gR1 (10.3.6.0); and Oracle Database 11gR2 Standard Edition One.
* Instituted Java installation for Weblogic (JRockit), as well as configuration for WebLogic.
* Streamlined SQL Server Management Studio in executing migration scripts, and completed basic user creation followed by grant necessary privileges.
* Strategically led patching, upgrade, migration, troubleshooting, storage management, and shell scripting roles.
* Built and cultivated positive working relationships with support teams such as vendors and application, network, storage, and security teams.
* Partnered with Oracle Support in making calls and submitting SRs for the resolution of complex incidents and bugs.
* Expertly managed MySQL Cluster Setup on UNIX.

**Helpdesk Specialist** 6/2011 to 6/2012

IBM, Selangor, Malaysia

Efficiently handled all files, folders, and devices in Microsoft Windows XP, while utilizing Lotus Notes 8 in all other tasks.

**Key Achievement:**

* Served as CRM Siebel Agent in charge of answering and settling various requests with approximately 50 emails and 30 phone calls daily.

**Sales and Marketing Technician** 2/2011 to 6/2011

Tekkies Home | Selangor, Malaysia

Guided and helped customers in building personal computers, including installation of required software programs. Suggested product functions and persuaded customers to buy products.

**Key Achievements:**

* Quickly resolved software and hardware problems and challenging questions of customers.
* Increased the number of regular customers and push sales by providing promotion plans to managers.

**Sales and Technical ServicesTechnician** 6/2010 to 1/2011

Top IT, City, Malaysia

Utilized technical acumen in proactively promoting product function in the shop to customers.**Key Achievement:**

* Promptly resolved IT-related problems clients sent to the shop, which included hardware and software, as on-site at the customer office.

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|  | **Education** |  |
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**Professional Certificate in Computer Science/Information Technology**, 2008

Asia Pacific Institute of Information Technology (APIIT), Kuala Lumpur, Malaysia