

# Vicken Khachadourian

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## **TECHNICAL SUMMARY** – **Not active on LinkedIn on purpose. References available upon request**

Question: How many diagnostic files does it take for Oracle Support to change a light bulb?

Answer: We need 2 more diagnostic files to tell you.

- **19 years in all levels of Oracle Database Support, from front line to Advanced Resolution, to Bug Diagnostics and Escalations (BDE). 22 years total at Oracle.**
- **Worked hands on with several thousand production DBA's, applying patches, installs, tuning, DB design, system sizing. Between 1987 – 1994 supported routine DBA work.**
- **Solved over 400 highly escalated cases with a 100% success rate, 1996 - 2009. Most of those cases were mishandled by certified Oracle professionals, Oracle's database developers and other Oracle Senior Support reps.**
- **Conducted a technical audit for the system architecture for most cases. Wrote several hundred reports that customer and Oracle executives relied upon.**
- **Saved a \$450 million / year company from going under due to a disastrous Oracle EBS implementation, by analyzing the failures that took place for the exec and legal teams.**
- **Produced the key evidence and strong enough analysis for one of the biggest law firms in Los Angeles, who filed a \$400 million lawsuit against the implementers, who were ignoring the company's plea for help before.**
- **Upon seeing the evidence, the biggest defendant settled by paying an undisclosed sum. The other defendants insisted to have the case in arbitration (2013 – 2014).**
- **Quickly diagnosed hundreds of cases for Database development to fix bugs.**
- **Managed several hundred DBA-teams through their toughest crises.**
- **Exceeded Oracle Support's desired customer satisfaction level by 15 points. Received over 30 surveys from different customers alone in the 6 months prior to leaving. Left Oracle with a 95% customer satisfaction from Service Request surveys, while handling the highest volume in the team.**
- **Diagnosed many problems at Oracle in a few days, sometimes within hours, where up to 45 engineers, DBA's and developers had failed to find a solution for up to 6 months.**
- **As a salesrep, successfully achieved the \$1 million / year quota when Oracle revenues doubled from \$500 million to \$1 billion. Did so with 2 sales-territory cuts in the year.**
- **Delivered training for Oracle Dataguard and other topics in India. 15 year experience working with onshore and offshore teams.**
- **Mentored and trained over 100 Oracle Support engineers on a daily, hands on basis. Taught them when and how to read Oracle's trace files, and when to avoid them.**
- **Wrote the Oracle Data Dictionary view definitions for EXPORT / IMPORT and the cluster objects for Oracle's catalog.sql, which is shipped with every product.**
- **For 17 years, scored and produced running races, triathlons and cross country ski races in the San Francisco Bay Area, Lake Tahoe, Los Angeles and Hawaii. Worked with local and federal government officials, live TV, sponsors and the public.**
- **Wrote the feature article for Oracle Magazine on database recovery.**

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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  
**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 NT  
Windows 2000, Windows 2003, Linux Redhat 2.1, 3.x, 4.x, 5.x  
(32bit, 64bit), HP/UX, AIX, VMS.  
**Programming Languages:** SQL, PL/SQL.  
**System Management Tools:** Oracle Grid control, TOAD, TOM (The online Monitor),  
DBCA, TKPROF, RMAN, ASM, RAC, Import/Export, SQL loader,  
SQL\*Net, AWR, Tuning packs, Data Guard, Data-Pump.  
**Performance Tuning Tools:** SQL Tuning Advisor, SQL Profiles, Explain Plan, AWR reports  
Event 10053 and 10046 Tracing.  
**Development Tools:** SQL\*LOADER, PL/SQL, SQL\*PLUS.

## **EMPLOYMENT HISTORY**

### **Oracle Performance DBA**

**Aramark Uniform Services**  
**Burbank, CA**

**(short term to solve a production problem)**  
**August – September 2014**

- Was hired during the interview to diagnose the poor performance of a critical, production Oracle E-Business Suite custom job. It had been running gradually slower as merger related data came into the Oracle database.
- Set aside all trace files, OEM, Grid Control, SQL Tuning Advisor and Explain Plan. Proved in a week that the Oracle query optimizer was not the suspect.
- In 3 weeks proved that excessive looping in the PL/SQL code had to be eliminated. Recommendations were accepted by IT Director and developers, who immediately started code redesign efforts.
- Delivered training to development for better optimizer practices.
- Learned that they have no debugging in their custom code and are relying on Oracle's Database Engine to diagnose it. Proved Oracle's debugging won't help trace their own application. Management and team accepted the recommendations.
- **By quickly delivering a reliable diagnosis, the 6-month assignment was concluded in a month.**

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## 4 Tb Oracle Database Administrator –

### Kaiser's Onelink Database

Kaiser Permanente, Pasadena, CA

October 2011 – October 2013

Ended because of the Microsoft Contractor Rule

#### Production DBA for Kaiser's biggest database, Onelink.

- Took over the Imperva production monitoring for Kaiser's National Pricing System, after a smooth transition. Served as a Sarbanes-Oxley DBA (SOX).
- DBA SWAT team member to get Kaiser's 4 TB database, Onelink, running on Oracle ASM, RAC (Real Application Clusters) and Peoplesoft.
- Bi-weekly refreshed test databases from production, after getting a refresher on RMAN.
- In 1-hour solved a highly escalated production ETL performance problem that up to 15 DBA's and Oracle Support could not solve over 2 months, after tracing it any way they could. **Did not look at a single line from Oracle trace output to do so.**
- Mentored the Kaiser ETL / EPM 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 on Kaiser's Data Warehouse.
- In 1 hour diagnosed a chronic ERP production database outage that Oracle Support and the other DBA's could not solve in over 9 days. **Did not look at a single line of Oracle trace output to do so.**
- Presented changes to over 40 CAB meetings (Change Approval Board), after few failures in the beginning passed the majority with no need for corrections.

## 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. Established why a \$2.5 million implementation went over budget and caused \$400 million in consequential damages. The analysis resulted in the filing of a \$400 million lawsuit against 3 defendants by one of the largest law firms in Los Angeles.

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

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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 22-hour RMAN backup procedure with a 45 second option 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
- Timely cloned the entire apps and db environments on a weekly basis.
- 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 produced reports.

## **Oracle Database Support Engineer - Oracle Corporation**

**Redwood City, CA**

**February 1992 – March 2009**

Served in all major groups as needed by the business. They include: The Escalation Center (handling only Severity 1 cases), BDE (Bug Diagnostics and Escalations, 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 as the key technical solution builder for the most severe failures in customer databases, business units, Oracle escalation contacts, developers, CIO's, CTO's. Freed frozen databases, patched damaged data dictionaries, identified and recovered lost data, recovered at least 200 down production systems, assisted with post-recovery migrations and rebuilds, and saved tables with corrupt blocks.
- Reviewed and supported many configurations including Oracle Real Application Clusters (RAC) on ASM & Clusterware.
- Delivered training to a class of 20 in India on Dataguard. **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.

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- Actively participated in the V6 and V7 beta programs
- Wrote the Oracle Data Dictionary view definitions for EXPort / IMPort and the cluster views for Oracle's catalog.sql, shipped with every tape and run with every installation.
- Performance planning and solution implementation to handle high-speed and high volume data.
- Automated database administration/data management tasks.

## **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. He used it to get \$10 million in venture capital.

## **Manager Sales Consulting – Oracle Corporation Direct Marketing Division**

**Belmont, CA**

**June 1990 – October 1991**

- Was given a headcount of 12. In the 1990 recession got the work done with 9.
- Provided prototypes and satisfied the demo and prototype requests of 65 sales reps and 25 telemarketing reps to install the product and help customers with proof of concept, with a collective quota of \$75 million. 30% of Oracle USA revenue at the time.

## **Oracle Account Manager – Direct Marketing Division**

**Redwood City, CA**

**January 1989 – June 1990**

- 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, despite having 2 territory cuts in one year. Attended sales quota club.

## **Kernel Support Rep – Oracle Support**

**Belmont, CA**

**March 1987 – January 1989**

- Learned and supported Oracle V5.
- Became the first Oracle Database Kernel Support rep when Oracle formed the centralized support team for the first time in its history.
- Delivered training on SQL\*Loader and EXPort / IMPort for Oracle colleagues. Became the key reviewer for the SQL\*Loader manual for Oracle's technical writer.
- Became one of the members for V6 beta testing group.
- Wrote the Oracle dictionary cluster and export / import views for V6. The proposed structure for the V6 views, proposed and created by colleague Tom Grayson stayed in effect for V6 – V11g
- Wrote the paper on V6 recovery which was published in Oracle Magazine. Presented it at a

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standing-room only large session at the Oracle International User's Group convention in 1988.

## **The Final Result – Road Race Production and Scoring – President / Founder**

**San Mateo, CA**

**April 1985 – February 2002**

- Computer-scored hundreds of running races. Furnished real-time and accurate results to TV broadcasters, publications, race directors and runners. **Met deadlines under tremendous pressure, demonstrating operational and logistical skills in real time.**
- **Produced over 70 running races along with General Len Wallach, the Course Director of the Olympic Marathons in Los Angeles in 1984, and the director of Bay to Breakers.** Responsible for 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. On race day **managed a staff of 15 and a volunteer group of 40 or more.**
- 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 the **World-Cup 5K and 10K**, closing San Francisco's Fisherman's Wharf on a Saturday, for World-Cup Soccer in 1994 with its promoters.
  4. **Run the Runway** at Moffett Field and the Alameda Naval Air station, closing the runway 7 times to produce the races for active duty military and the running public.
  5. **Escape from Alcatraz Triathlon**, on 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, the City of San Ramon, the 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.