

Jonathan IP CHING LUN PROFESSIONAL RESUME

Address: 6 Poupinel de Valance St, Rose-Hill, Mauritius
Phone/Whatsapp: 5255-4615. **Email:** jonathan.ip@myt.mu

"A challenging career in the IT industry, which focuses on utilizing my problem solving skills, technical expertise, as well as interpersonal and leadership quality."

My major would be database administration (Oracle specialist) with High Availability

- Bachelor's Degree in an information technology related field
- Cisco Certified Network Associate (CCNA)
- Knowledge and administration skills on Linux systems (Red Hat, Debian)
- Oracle 11G Certification, OCP
- Experience in Oracle Database Administration
- Experience of managing multiple RDBMS on large systems
- Practical experience in monitoring and tuning a database to provide a high availability service
- Experience of other database systems SQL Server

• ORACLE CLOUD INFRASTRUTURE

Oracle Cloud Infrastructure 2021 Certified Architect Professional
Oracle Cloud Infrastructure Architect Associate 2021-2023
Oracle Database Cloud Administrator 2021 Certified Associate
Oracle Cloud Database Services 2021 Certified Specialist

EDUCATION AND QUALIFICATIONS

2022.	VEEAM Sales Technical Professional
Professional	Oracle Cloud Infrastructure 2021 Certified Architect
2021.	ORACLE CLOUD INFRASTRUCTURE ARCHITECT ASSOCIATE ORACLE CLOUD INFRASTRUCTURE FOUNDATION ASSOCIATE ORACLE Database Cloud Administrator 2021 Certified ASSOCIATE ORACLE Cloud Database Services 2021 Certified Specialist ASSOCIATE
2013	ORACLE 11G : CERTIFIED PROFESSIONAL ORACLE 11G: ORACLE CERTIFIED ASSOCIATE ORACLE PARTNER NETWORK CERTIFIED SPECIALIST

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2005 – 2007
MELBOURNE

RMIT UNIVERSITY,

Bachelor of Applied Science (Information Technology)

Major: Application Programming

2003 – 2004 BOX HILL INSTITUTE, MELBOURNE

Diploma in Information Technology

Major: Network Engineering

With completion of CCNA Course and MCP

2002 – 2003 HOLMESGLEN INSTITUTE OF TAFE, MELBOURNE

Certificate IV in Information Technology (Technical Support)

2000 – 2001 DE CHAZAL DU MEE BUSINESS SCHOOL, MAURITIUS

Diploma in Information Technology

Java, Visual Basic, C/C#.NET, PHP 5, UML, LOTUS Notes
Database

MS Access,
Oracle 8i/10/11g

Oracle RMAN backup/duplicate/restore etc

Oracle Database Vault, Audit Vault

WEB PROGRAMMING

(X) HTML, XML, ASP/ASP .NET, CSS, JavaScript & VBScript

OPERATING SYSTEMS

Linux (Red Hat 5.2 and above, Mandrake/Mandriva. SUSE, Ubuntu, Arch Linux)

MS Windows 3.1, 95/98, XP/Vista, 7,

Windows Server: NT/2003/8 Server/Client,

Windows mobile: 5/6 Professional

Apple: IO6/7

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APPLICATION	MS Exchange server 2000/7, Photoshop CS MS office 97/2000/3XP, remote troubleshooting, Team viewer/VNC server, putty (SSH), scp, VMware10/esXi, veritas backup
WEB SERVERS	APACHE web server /IIS
UNIX/WINDOWS	INTERMEDIATE BATCH FILES AND SHELL SCRIPTS OPTIMISATION

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AGILEUM LTD

SYSTEM AND DATABASE ADMINISTRATOR

NOV 2021-PRESENT

- Provide support and assistance to customers using the software.
- Identify and diagnose malfunctions, failures, defects of equipment and/or system bug.
- Plan and coordinate work and/or on-site interventions (maintenance, servicing and/or installation of hardware, tools, equipment, systems ...) and training needs.
- Monitoring the performance of work and/or solving specific problems.
- Planning and undertaking scheduled maintenance upgrades.
- SOC Analyst (N1)
 - Analysing incidents using various tools such as graylog, revelium..
 - Transforming raw data to a human readable format
- Act as a main point of contact/ consultant to project managers for Database and system proposal/upgrades

Involve in different projects

Database Admin and System Admin Task

MAIN TASKS

- Installing, maintaining and upgrading/Patching Oracle10g,11g and 12C databases
- Installing, maintaining and upgrading/Patching Oracle10g 11g E-business Suite Servers 12.1 and 12.2
- Installing ORACLE IS

Job description:

As a SOC Analyst, I worked in pairs with an N2 and will follow an internal training course at the same time. Alternating training, support and production, we ensure your skills development in our field of activity and you will be able to achieve your own medium-term objectives.

- Ensure the first level SOC functions, concerning the monitoring and notification of our customers' IS (monitoring, detection and communication)
 - Ensure the proper processing and follow-up of SOC tickets
 - Write notes for daily exchanges between teams
 - Participate in the drafting, modification, revision of documentation, ensuring proper compliance with procedures
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NIXXIS INDIAN OCEAN LTD **TECHNICAL SUPPORT ENGINEER** SEPT 2020-NOV2020

- Provide support and assistance to customers using the software.
- Identify and diagnose malfunctions, failures, defects of equipment and/or system bug.
- Plan and coordinate work and/or on-site interventions (maintenance, servicing and/or installation of hardware, tools, equipment, systems ...) and training needs.
- Monitoring the performance of work and/or solving specific problems.
- Planning and undertaking scheduled maintenance upgrades.

Esokia Web Agency Limited

SYSTEM ADMINISTRATION/DATABASE ADMINISTRATION

September 2016 – September 2020

- Assist developers and other teams during different life cycle of projects until production.
 - Ensure the proper functioning and availability of production/live servers.
 - At ease with Atlassian tools suite Bibucket, GIT.
 - Deployment of LAMP stack and optimization.
 - Familiar with Administration Tools
 - Install PHP modules with composer tools, debug composer.json files for dependencies.
 - Act as purchasing officer for new assets take over duties of the cto while away
 - To perform basic systems security administration functions, including creating of customer profiles and accounts.
 - To monitor and manage system resources, including CPU usage, disk usage and response times to maintain operating systems efficiency.
 - To maintain system documentation, hardware / software inventories and logs.
 - To maintain corporate hardware and software like SAN, VMware, Active Directory, Microsoft SQL, etc.
 - To ensure the smooth running of application and business services.
 - To provide Helpdesk assistance, receiving and responding to calls for assistance, identifying and researching problems, providing assistance and instruction, making repairs, and/or contact appropriate vendors for service as needed. Monitor work of service vendors to ensure proper completion of repairs. Provide quality technical solutions and outstanding customer services to partners.
 - To maintain knowledge of new and emerging technologies and technology trends.
 - To prepare efficient and cost saving recommendations for new and existing technology solutions.
 - To update technical documentation and network diagrams.
 - To perform preventive maintenance to preclude major hardware outages . To represent IT Manager and take decisions in his absence
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HARDY HENRY

JAN16-5FEB

RESPONSIBILITIES:

- PROVIDE TECHNICAL EXPERTISE AND RECOMMENDATIONS IN ASSESSING NEW IT SOFTWARE PROJECTS AND INITIATIVES TO SUPPORT AND ENHANCE OUR EXISTING PROMIS AND MICROSOFT BASED SYSTEMS.
 - DEVELOP APPLICATIONS WHICH INCLUDE A NUMBER OF PROMIS-MICROSOFT DATA CAPTURE SYSTEMS FOR DATABASES WHICH NEED TO BE MANAGED TO GENERATE CUSTOMIZED REPORTS AS WELL AS OFFICE DESKTOP SOFTWARE (EXCEL, WORD) OR ANDROID APPS (ON MOBILE APPLICATION FOR FIELD DATA CAPTURE.
 - CUSTOMIZATION OF FORMAT- REPORT TO CLIENT – QATM (PP AND PEST MANAGEMENT)
 - DATABASE EXTRACTION AND MANAGEMENT FOR AUTOMATION OF REPORTS
 - COMMISSION PAYMENT TO SALES PERSONS BASED ON FUNCTIONAL DRIVEN PARAMETERS
 - UPDATING PROMIS DATABASES WITH ANDROID MOBILES
 - PROVISION OF AUTOMATISED QUALITY ASSURANCE REPORTS
 - CUSTOMISATION OF RELATED DOWNLOAD FROM PROMIS AND GENERATION OF OFFICE DESKTOP (EXCEL, WORD) PROPOSALS FOR SALES PERSONS USING VBA
 - IDENTIFY OPPORTUNITIES THAT CAN IMPROVE EFFICIENCY OF BUSINESS PROCESSES.
 - INVESTIGATE AND RESOLVE APPLICATION FUNCTIONALITY RELATED ISSUES AND PROVIDE FIRST LEVEL SUPPORT AND TROUBLESHOOTING FOR DAILY CUSTOMIZED
 - COORDINATE APPLICATION DEVELOPMENT FOR MULTIPLE PROJECTS.
 - ASSIST IN TROUBLESHOOTING SOFTWARE APPLICATION ISSUES.
 - ASSIST IN MANAGING AN OUTSOURCE RELATIONSHIP FOR 3RD PARTY APPLICATION DEVELOPMENT AND PROGRAMMING CONSULTANTS.
 - ASSIST NETWORK ADMINISTRATOR WITH APPLICATION INSTALLATION AND TESTING.
 - TROUBLESHOOT TECHNICAL ISSUES AND IDENTIFY MODIFICATIONS NEEDED IN EXISTING APPLICATIONS TO MEET CHANGING USER REQUIREMENTS.
 - ANALYZE DATA CONTAINED IN THE CORPORATE DATABASE AND IDENTIFY DATA INTEGRITY ISSUES WITH EXISTING AND PROPOSED SYSTEMS AND IMPLEMENT SOLUTIONS.
 - PROVIDES ASSISTANCE AND ADVICE TO BUSINESS USERS IN THE EFFECTIVE USE OF APPLICATIONS AND INFORMATION TECHNOLOGY.
 - PROVIDE PROGRAMMING FOR IN-HOUSE IT PROJECTS.
 - PROVIDE SQL ADMINISTRATION IN LIVE AND TEST ENVIRONMENTS.
 - WRITE TECHNICAL PROCEDURES AND DOCUMENTATION FOR THE APPLICATIONS INCLUDING OPERATIONS, USER GUIDE, ETC.
 - PRODUCE TECHNICAL DOCUMENTATION FOR NEW AND EXISTING APPLICATIONS.
 - VERIFY DATABASE AND DATA INTEGRITY.
 - PARTICIPATE IN MEETINGS WITH THE MANAGEMENT TO DISCUSS PROGRESS AND ISSUES TO BE RESOLVED, AND REPORT PROGRESS ON A WEEKLY BASIS TO THE MANAGEMENT.
 - PARTICIPATE ON IT PROJECT STEERING COMMITTEES AND BE INVOLVED IN THE DESIGN PHASE OF ANY NEW IT SOFTWARE DEVELOPMENT PROJECTS.
 - ASSIST IN THE CREATION OF THE SYSTEM DESIGN AND FUNCTIONAL SPECIFICATIONS FOR ALL NEW DEVELOPMENT PROJECTS.
 - SERVE AS A LIAISON AND FACILITATOR BETWEEN ALL BUSINESS UNITS TO ASSIST IN ADDRESSING AND RESOLVING IT SOFTWARE ISSUES.
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- STEP IN THE DATA CAPTURE ACTIVITIES OF SERVICE CONTROLLERS OR ANY OTHER DUTIES AS AND WHEN REQUIRED BY MANAGEME
-

NEC ASIA PACIFIC (SYSTEMS ENGINEER)

NOV13 –DEC15

WEBSITE: [HTTP:// WWW . NEC . COM](http://www.nec.com)

CLIENT: MAURITIUS NATIONAL IDENTITY CARD

WEBSITE: [HTTP://:WWW.MNIC.MU](http://www.mnic.mu)

JOB DESCRIPTION:

Strong technical skills in System knowledge such as Server OS (Both Linux and Windows), Virtual Environment, Networking, Software & System Security, System backup and Data Encryption, SAN Storage and Disaster Recovery

- Maintain Linux and Windows Servers day to day operation.

Monitor Netbackup Schedule and recommend new changes to existing infrastructure. • HP tape library

Maintain Oracle 11g Database and Replication

Oracle Vault and Dataguard

- Performs implementation, configuration and testing of proposed solution, as per project implementation proposed plan.

-Database Administrator (Oracle and MS SQL Server)

ORACLE

- Installing Oracle 11g and troubleshooting on Oracle
- Administer space by creating tablespaces, adding and resizing data files
- Shell Scripting for automating backups and other health checks for database
- Familiar with the Linux environment and Linux commands
- Familiar with RMAN backup and recovery procedures, flashback database

MS-SQL Server 20012

- Automating the backup of Database and Transaction log
- Monitor MS SQL Agent Job activity-Netbackup

-Server Monitoring.

[Orinux Ltd](#)

MAY12 – OCT 13

JOB DESCRIPTION:

Trusted Advisor whose highly skilled and experienced workforce will help efficiently implement the IT solutions that work best for you. A partner with a corporate culture that combines world-class customer service together with a professional, ethical and transparent work philosophy.

IMPLEMENTATION

Technologies

o Oracle Replication o Oracle
Dataguard
Solaris 10 o Netbackup on UNIX/Windows system VM Configuration o
Setting up Disaster Recovery Procedure in case of network and
power failure.

Achievements:

Installation Solaris10 on Sparc Machine Installation of
Oracle 10g and Dataguard. Netbackup Procedures and
Troubleshooting

Trainer:

Online training and support via Skype.

AUG10- FEB12

OUTREMER TELECOM

HOTLINER

DURATION 10 MONTHS

NOV10-JAN10

ACCENTURE (Associate Software Engineer)

Associate Software Engineer who has obtained training in SAP RICEF.

Assigned as shadow to Cegelec Project for 2 months

DURATION: 3 MONTHS

HELP-ON CALL (MAURITUS)

SEPT2008-DEC 2008

DESKTOP SUPPORT TECHNICIAN LOGGING CALLS FOR LEVEL2
CREATING INCIDENT

SUMMARISED THE USER'S PROBLEM AND FORWARDING TO NEXT LEVEL OR IF THE
PROBLEM CAN BE RESOLVED JUST MENTION THE STEPS OF THE RESOLUTION AND
CLOSE THE INCIDENT

DURATION: 3 MONTHS

DEC 2007- MAR 2008 IBM CONTRACTOR (AUSTRALIA)

BCRS SOUTHBANK

WEBSITE: CLASSICBLUE.COM.AU

(■ ASSIC BLUE: AN IBM AUSTRALIAN COMPANY) o BASIC DESKTOP
SUPPORT ENGINEER DESKTOP ROLLOUT.

o VERITAS BACKUP FOR WINDOWS NT SERVER

(■)NITORING DAILY BACKUP AND LOOKING FOR FAILURES IN THE BACKUP AND PROVIDE IMMEDIATE
SUPPORT AS NEEDED TO ENSURE THE FOLLOWING BACKUP.

DURATION: 3 WEEKS

MYER STORE SUPPORT

Myer Administration Head Office

(■)sdale St. Melbourne CBD o EXCHANGE SERVER MIGRATION (LEVEL 2/3 SUPPORT ENGINEER)
FOR THE COLESMYER GROUP PTY LTD. PROVIDE SUPPORT TO INTERNAL CLIENTS REGARDING
OUTLOOK CONFIGURATION. CALL LOGGING.

DURATION: 3 WEEKS

AGL AUSTRALIA GAS LIGHT COMPANY

**ASSET MANAGEMENT INVENTORY OF ASSETS FOR THE AGL. TAGGING
DEVICES AND**

ADDING THE INFORMATION IN THE DATABASE.

TELSTRA INTERNET DATA CENTRE

DURATION: 3 WEEKS

2001 – 2002

DE CHAZAL DU MEE BUSINESS SCHOOL, MAURITIUS

IT Department Tutor

Participated in the training of new students/trainees for various IT courses and projects

REFERENCES

KAVIN JEETOO, SENIOR AIX SYSTEM ENGINEER

EMAIL: KAVINJEETOO@GMAIL.COM

Rakesh Soonoo, System Engineer

Phone: 58068886

Nigel Chapermal Project manager ESOKIA

Phone: 57971779

ACHIEVEMENTS AND PROJECTS

Projects:

MNIS: Lead DBA for the Mauritius National Identity Card Scheme project.

Database Administrator (Oracle and MS SQL Server)

ORACLE

- Installing Oracle 11g and troubleshooting on Oracle
- Administer space by creating tablespaces, adding and resizing data files
- Shell Scripting for automating backups and other health checks for database
- Familiar with the Linux environment and Linux commands
- Familiar with RMAN backup and recovery procedures, flashback database

C Programming

- Some relevant projects taken such as a battleship game and a poker game in C language.
- An index program to search a dictionary.
- Poker game

WEB server

Installing and setting up apache with directives similar to real world scenarios.

Java Project

Coded a game of life project.

RMIT Software Engineering Project

Working with MS project and UML tool to develop a banking system. As a team leader of the group, my duty was to assign task to the individuals and monitor the progress of the project and schedule the task. Any changes during the project had to be a group decision.

TAFE Final year project

Setting up a network of computers and server similar to a real world environment. Windows server and clients were connected to a switch . Clients were controlled under the server policies, such as Login threshold. All policies are the same as a real office environment. A group of four people including me as a the team leader of the group.

Exchange Server project

Setting up exchange server and configure with web access to users on a network.
