Boz Krstic

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Profile

Senior ORACLE database developer and DBA with 17 years of Oracle experience, developing on all releases from version 7.3 to 11g, and covering releases 9i, 10g and 11g as a DBA. Before the Oracle years I was DB2 DBA and developer for six years. Have five years of relevant IT education (first degree) and a lot of IT training.

Key Database Technical Skills:

Database design & development, Performance monitoring and tuning, Database systems integration, Database upgrades and migrations, Database administration (development and production), Load Testing, Data warehousing, Backup & recovery strategy, SQL tracing and performance tuning, Oracle training, Linux/Unix/Solaris, HA, scripts, SQL*Plus, OEM, PL/SQL, SQL Developer, SQL Navigator and much more to ensure high availability and high performance of ORACLE databases.

Key responsibilities included:

- Installation, configuration, management and maintenance of all ba.com Oracle databases, instances and schemas (dev, sys, uat, production)
- Responsible for database health, resiliency, performance tuning and optimisation, operational control procedures, support and inventory
- Provide database consultancy to projects throughout the organisation
- Plan and implement Database upgrades, migrations & backup strategies
- Provide guidance and support to trainees and inexperienced staff
- Database server development using PL/SQL
- Support and implement database changes
- Ensure quality of the changes. Provide technical documentation

Experienced Senior Programmer:

Expert knowledge of SQL, PL/SQL, PL/1 and COBOL. Use, exposure, training and understanding of Excel, Pro*C, VB, VBA, C, ETL, APEX and OS scripting.

A successful history of designing and/or developing a number of important IT projects to reduce costs and improve systems and customer satisfaction (stock control and inventory, billing system, retro re-engineering, FTP automation, ba.com development, ba.com automation, backup automation, web analytics feeds).

Very good with: data analyses; identifying process improvements; anomaly detection; problem analysis and problem solving. Good communication skills. Proven record of producing both new and improved solutions. Very good with SQL and database performance tuning and improvements (being it stand alone SQL, PL/SQL or embedded SQL, with or without GUI tools).

During all these years I created a huge amount of database objects and highly functional programs that were well documented, efficient, easy to understand and maintain (some programs were extremely complex).

Been IT contractor at British Airways during the period May 1996 – September 2001.

Career History

British Airways - ORACLE Developer and DBA (May 1996 – Jun 2013)

Worked mainly on huge and key multimillion projects like CDMS (Customer Database Management System), OCD (Operational Customer Database), CDW (Customer Data Warehouse) and ba.com (back end of the BA web site). All these projects were vital in contributing to the brand, quality and the profit of the organisation. On all these systems I made noticeable achievements, often exceeding expectations and targets, taking extra responsibilities, bringing innovations and automation to the existing processes.

I also worked on a variety of medium and large projects within this big global organisation, with a project lifespan ranging from few months to few years. In all these projects I was involved as a Database Developer and Analyst Programmer (mainly developer, with some support periods).

Ba.com Oracle DBA work (five years):

Worked in the centralised database team as a DBA, to set the standards and the process for all Oracle Databases across the whole airline.
Worked in the team which served as the single point of contact for all CAP (Customer Application Platform) database issues. CAP portfolio covered ba.com, call centres and staff booking systems development. CAP is a complex multi-channel n-tier architecture based on J2EE technologies.

Oracle developer/DBA achievements (in order of significance and impact to the organisation and/or IT department):

- Was involved in all key innovative ba.com projects like Change Booking (Manage My Booking), Shopping Basket, Digital Queue / Disruption Notification etc. – An essential part of my job was to review the design of each project before creating database tables and procedures. Many times I simplified or improved the design, often writing PL/SQL procedures, functions and packages to aid the implementation.
- All complex ba.com SQL and PL/SQL procedures, functions, packages and triggers were developed by my DBA colleague and myself.
- BDI process – Heavily involved in this difficult and important project, which fundamentally changed the way we run ba.com releases. My biggest contribution was in early detection of anomalies and weak points of the process. I made many creative and constructive suggestions and contributions ensuring the risks were eliminated before becoming issues. Identified the problem with management of release scripts and use of release schemas, presented solution to the team, took ownership of the problem, tested and implemented solutions. My ideas for reusable schemas have been implemented and used ever since, then fully

automated by my DBA colleague (APEX). Also created the BDI guide documents for developers and project managers (set of rules and steps that had to be followed).

- BA.com releases – Primary DBA for many releases including release 131 for Change Booking (one of the most important releases ever).
- CDMS Retro re-engineering hugely improved customer satisfaction. I alone developed all PL/SQL packages mixing source data from ORACLE and DB2 databases.
- FTP automation simplified and automated data/files exchange processes within BA (internal and external transfers).
- OCD Database Online Reorg – Achieved huge savings on disk space on this live database, often working long hours and weekends. The benefits were improved performances and savings on hardware (disk space was very expensive for mainframes).
- OCD Process_Event_Log purge – Automated this process, making big disk savings and performance improvement (at that time reclaiming space on live databases that can not be switched off was a bit of issue).

SITA, UK – Analyst/Programmer (1994 – 1996)

Was developing (PL/1 SQL DB2 code) management information and billing systems for various communication protocols and services (X25, Frame Relay, X400, LAN Access, E-Mail). Mainly Analyst Programmer but also performed some DBA tasks for the department.

JAT Airways – Analyst/Programmer, DB2 DBA (1987 – 1991)

I was one of the key COBOL, PL/1, SQL developers and the first DB2 DBA within the company, working on the biggest and the most important IT development at that time. My major engagements were:

- Corporate system upgrade (IBM 4381 DB2 1.3 to IBM 3090 DB2 2.2)
- Working closely with IBM consultants (DBA and application ones)
- DB2 DBA
- Expert programmer in DB2, SQL, QMF and PL/1
- Consultant and internal trainer for DB2, SQL, QMF & PL/1
- Member of the Automation and Integration team for Technical Department
- Project analysis on JAT level (top level) for stock control and inventory
- Creation and administration of DB2 objects for other subsystems
- Conversion of Batch Applications to Interactive Mode (where applicable)

Education

1985 – 1987	Faculty of Organizational Sciences (FON) - University of Belgrade
1982 – 1985	Information Technologies and Statistics - University of Belgrade
1979 – 1981	College for IT Programmers at Belgrade College

Also completed several IBM and ORACLE weekly courses and many shorter external and internal courses and trainings (classroom, online, CBT).

Interests

I love music, books, travelling (visited nearly 50 countries and few hundred different places), playing basketball and table tennis. I like DIY (done few big improvements on my house). Currently attending evening Spanish B beginner's course and online Webmaster course.