

FAYE CHAKMAKOGLU

DATABASE OPERATIONS LEADER | ORACLE PLATFORM ENGINEER | SENIOR ORACLE DBA

Cambridge, Ontario | 519-242-4727 | faye.chakmakoglu@gmail.com

PROFESSIONAL SUMMARY

Database operations leader and senior Oracle DBA with 20+ years in information technology, including 17+ years administering mission-critical Oracle environments and 5 years leading database operations teams. Led up to 8 DBAs supporting nationwide healthcare platforms spanning 1,200+ clinic servers, 80+ data-centre databases, and 24/7 production services. Earlier supported global BlackBerry Messenger infrastructure across approximately 60 Oracle production, physical standby, and cascaded standby databases. Deep experience in incident command, RMAN recovery, Data Guard, Data Pump, performance diagnostics, large-scale migrations, disaster recovery, operational governance, mentoring, and knowledge management. Known for taking ownership of complex failures, challenging unsafe plans, and turning highly technical work into repeatable, well-documented operations.

SELECTED CAREER IMPACT

- Called in from vacation to lead a 36-hour cross-functional recovery after a production database was overwritten with an outdated backup; coordinated snapshot standby and Flashback Database recovery, Veeam point-in-time restoration, Data Pump extraction/import, schema and tablespace recreation, and relocation of 56 clinics across the database cluster.
- Coordinated PS Suite's largest clinic migration, moving a 5.3 TB on-premises Oracle database into the TELUS data centre; reduced the database to 3.5 TB by offloading LOB content, ran Data Pump with PARALLEL=6, and upgraded Oracle 12.1 Enterprise Edition to 12.2 and Windows Server 2012 to 2016.
- Migrated approximately 1,100 schemas from Oracle 11g to 12c while moving the platform from Windows Server 2008 to 2016, working three nights per week over six months to complete the program.
- Led an 8-person DBA team responsible for incident response, on-call readiness, performance, backup and recovery, capacity planning, migrations, standards, one-on-ones, performance reviews, mentoring, and workload prioritization.
- Served as a primary DBA for a BlackBerry data-centre expansion from one site to two, adding cascaded standbys and completing database transitions with zero downtime.
- Nominated for the TELUS CHLOE Emerging Leader Award in November 2023 for leadership impact, team development, and operational excellence.

CORE EXPERTISE

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|----------------------------------|------------------------------|--------------------------------------|
| • Database Operations Leadership | • Oracle Data Guard & Broker | • Linux & Windows Platforms |
| • Major Incident Command | • RMAN Backup / Recovery | • OEM / Cloud Control |
| • Team Development & Mentoring | • Data Pump & TTS Migrations | • Automation & Monitoring |
| • On-call & Resource Planning | • Disaster Recovery Testing | • Capacity / Growth Planning |
| • Change / CAB Governance | • AWR / ASH / SQL Tuning | • Documentation & Knowledge Transfer |

PROFESSIONAL EXPERIENCE

Information Systems Team Lead - Database Operations

June 2021 - April 2026

TELUS Health Solutions Inc. | Cambridge, Ontario

- Led up to 8 Oracle DBAs supporting TELUS electronic medical record and database platforms across approximately 1,200 clinic servers, three data centres, and more than 80 Oracle databases serving healthcare providers nationwide.
- Directed daily operations through standups, workload and project prioritization, one-on-ones, performance reviews, resource allocation, vacation coverage, on-call scheduling, and escalation management.
- Acted as the primary database escalation point during high-impact incidents, coordinating leadership, the TELUS Command Center, Client Services, Development, QA, Infrastructure, networking, vendors, and project teams through diagnosis, containment, recovery, and follow-up.
- Owned database platform stability, availability, performance, capacity, backup and recovery, disaster recovery readiness, and operational standards for critical patient-facing systems.
- Led complex recovery strategies involving partial data restoration, cross-system recovery, snapshot standby, Flashback Database, Veeam point-in-time recovery, Data Pump, and movement of clinic schemas between databases.
- Established a rotating restore-test practice in which DBAs took turns executing recoveries; recorded sessions as knowledge-transfer videos so recovery skills remained current and reusable for onboarding and refreshers.
- Improved team resilience by standardizing runbooks, operating procedures, troubleshooting notes, handover material, and technical documentation to reduce single-person dependencies.
- Mentored DBAs through hands-on troubleshooting, technical reviews, incident debriefs, cross-training, and structured knowledge sharing; built a collaborative culture focused on learning rather than blame.
- Challenged high-risk or unrealistic project plans and advocated for scalable, supportable solutions before implementation, reducing avoidable production risk.
- Contributed to platform modernization and migration strategy, including planning for hybrid and GCP-based infrastructure while balancing the needs of legacy healthcare systems.
- Led weekly capacity and data-growth reviews, monitored platform trends, and coordinated preventive work before storage or performance issues became incidents.
- Defined and enforced standards for recovery, security, performance, monitoring, change management, and technical readiness; participated in root-cause reviews and drove follow-up actions.

Senior Database Administrator I

April 2015 - June 2021

TELUS Health / Practice Solutions Software - PS Suite EMR | Cambridge, Ontario

- Led and coordinated DBA work while administering large Oracle and PostgreSQL environments across approximately 1,200 clinic servers, three data centres, production and DR databases, and internal QA, development, support, UAT, and conversion environments.
- Provided Tier 4 escalation support for complex Oracle and PostgreSQL problems affecting electronic medical record applications, partnering with Development and QA to identify database-level fixes and durable application workarounds.
- Coordinated the organization's largest clinic migration: 5.3 TB on premises to 3.5 TB in the TELUS data centre after LOB offload, using staged Data Pump migration with PARALLEL=6 and coordinated Oracle and Windows upgrades.
- Executed the six-month migration of approximately 1,100 schemas from Oracle 11g to 12c and Windows Server 2008 to 2016, completing cutovers three nights per week while maintaining operational support.
- Led migrations of 600 GB and larger between clinic servers and data-centre platforms using RMAN, Data Pump export/import, transportable tablespaces, and chunked migration strategies.
- Performed advanced RMAN recoveries after power-loss datafile damage, logical and physical corruption, failed backups, control-file corruption, and other outages in environments without high-availability protection.
- Built and configured Oracle production, DR, UAT, QA, development, and conversion databases using Oracle 11gR2, 12c, and 19c on Windows and Linux.
- Built and administered Oracle Enterprise Manager / Cloud Control 11g, 12c, and 13c environments on Linux and Windows; integrated monitoring and alerting with OpsGenie.
- Developed SQL, Windows Batch, shell, cron, and monitoring automation for maintenance, end-user tasks, growth checks, alerting, schema consistency, and recurring operational work.
- Worked with architecture and development teams to move LOB data from Oracle databases to Amazon S3, reducing database size and improving long-term storage management.
- Managed client decommissioning workflows by exporting retained data to S3, enforcing a six-month retention period, and coordinating certified destruction at the end of the retention window.
- Supported disaster recovery planning and exercises for clinic and data-centre systems, validating recoverability rather than relying only on successful backup status.
- Used Toad, SQL Developer, OEM, Altiris, Remedy, Jira, OpsGenie, Veeam, and related tooling to troubleshoot, deploy, monitor, restore, and document production systems.
- Delivered database training to DBA, Technical Support, Data Analyst, Development, and QA teams and created repeatable documentation for common configurations and recovery tasks.

Oracle Database Administrator II - BBM Database Operations

November 2011 - April 2015

BlackBerry | Waterloo, Ontario

- Supported approximately 60 global Oracle databases for BlackBerry Messenger, including production, physical standby, and cascaded standby environments in a 24/7 operations model.
- Administered Oracle Enterprise Database and Grid Infrastructure 11.2.0.3/11.2.0.4 on Red Hat Enterprise Linux, using ASM, Fusion-io storage, Data Guard, Data Guard Broker, observers, Fast-Start Failover, Active Data Guard, and Oracle Grid Control/OEM.
- Configured and deployed regional home databases around the world using a standard primary, physical standby, and cascaded standby design for availability and disaster recovery.
- Served as primary DBA for a new data-centre deployment that migrated services from one facility into two, added cascaded standby protection, and completed database transitions with zero downtime.
- Planned and executed AP and North American database failovers and migrations into the GoldenEye data centre, including observer moves, standby swaps, validation, and controlled backout planning.
- Led PIN, BBID, profile, registration, and cluster-ID migrations between regions and data centres; balanced BBM workers and registration loads while working within strict application shutdown and row-lock windows.
- Authored, reviewed, and executed detailed Methods of Procedure for high-risk production changes, with preparation, pre-checks, monitoring, validation, rollback, and recovery steps; participated in CAB reviews.
- Performed planned maintenance failovers and supported operating-system and hardware maintenance by coordinating database and ASM switchovers, shutdowns, startups, health checks, and return-to-service activities.
- Used AWR, ASH, SQL*Plus, and OEM to investigate performance anomalies, traffic deviations, locking, capacity, and root cause; established and compared baselines during major changes.
- Created SQL and cron-based monitoring for schema consistency, regional status, registration data, backup health, and cross-database checks using database links.
- Troubleshot RMAN jobs, backup failures, observer/Fast-Start Failover issues, and Data Guard behaviour; opened and managed Oracle Support service requests when vendor analysis was required.
- Supported OEM 11g agent upgrades, Oracle auditing across servers, 11.2.0.4 patching, backup-script improvements, and monthly staging, development, and reproduction-environment refreshes.
- Contributed to GoldenGate and LOB-storage initiatives, including exposure to replication and the Altus storage migration program.
- Created a Confluence knowledge base for MOPs, builds, configurations, known fixes, and operational procedures; delivered training and participated in incident reviews and post-mortems.

Oracle Database Administrator I

December 2008 - November 2011

Practice Solutions Software Inc. - Canadian Medical Association | Cambridge, Ontario

- Administered Oracle environments across more than 350 physician-clinic servers and three data centres hosting 14 production and disaster-recovery databases, plus QA, development, support, UAT, and software-conversion environments.
- Built Oracle Enterprise and Standard Edition 11gR1 systems for local clinics and ASP environments and provided Tier 3 escalation support for database issues affecting electronic medical record software.
- Implemented Transparent Data Encryption on Oracle 11.1.0.7 / Windows Server 2008 and secured database, RMAN, and Data Pump workflows for sensitive patient information; later removed the implementation after platform behaviour changed following upgrade to 11.2.0.3.
- Acted as technical lead for hospital, Family Health Organization, and Family Health Network implementations, coordinating server infrastructure, Oracle builds, data conversion, and production readiness.
- Executed migrations between local and hosted ASP systems and from legacy EMR platforms into PS Suite, using RMAN, Data Pump, replication, scripted validation, and controlled cutover plans.
- Helped architect the third generation of the multi-data-centre ASP platform and participated in the first formal DR failover test using Data Guard and RMAN recovery procedures.
- Built a Red Hat Enterprise Linux 5 proof of concept on Apple Xserve hardware to evaluate a Linux-based Oracle platform.
- Led SQL tuning with Development, defined performance metrics, patched data-centre databases, and automated nightly maintenance, encrypted backups, monitoring, and end-user tasks using SQL and Windows scripting.
- Supported provincial request-for-proposal work by building test environments and datasets and worked with project, implementation, and senior management teams on delivery planning and service readiness.

Macintosh Specialist

September 2007 - December 2008

MD Financial / Canadian Medical Association | Cambridge, Ontario

- Served as senior Macintosh specialist and technical lead for Practice Solutions Software, supporting approximately 60 Macs plus CMA users and acting as liaison to the Ottawa head-office IT organization.
- Led Macintosh desktop, server, and security standardization to protect patient and corporate data; deployed the first Apple Xserve, Apple Remote Desktop, Norton AntiVirus Server, Citrix Outlook access, and Parallels-based Windows capability.
- Managed backup-tape handling and Iron Mountain rotation, resolved Mac/PC cross-platform, FileMaker Pro, hardware, software, and network issues, and delivered Mac OS X training to employees.
- Transitioned into Oracle database administration when the role was eliminated, reflecting strong technical performance and the organization's decision to retain and develop her.

Macintosh Technical Analyst

March 2004 - September 2007

Redwood Custom Communications | Toronto, Ontario

- Coordinated the IS support function, delegated work to first-level technicians, supported employee onboarding and departures, and handled escalated technical and procedural issues.
- Led migration of more than 200 workstations from Mac OS 9 to Mac OS X and supported office moves, workstation standardization, Apple Remote Desktop, and packaged software deployment.
- Administered Macintosh servers in Toronto and Chicago, including Quark QLA/DDS, production, imaging/software, software-update, Font Reserve, and Retrospect backup systems; managed backup rotation and archival.
- Designed and delivered an enterprise font-server proof of concept in two weeks, then managed font inventory, licensing, metadata, users, and workgroups across Font Reserve and Quark DMS.
- Gained early Oracle exposure while assisting with a Quark DMS upgrade to Oracle 9i.

TECHNICAL ENVIRONMENT

Databases: Oracle 11gR1, 11gR2, 12c, 19c; earlier Oracle 9i exposure; PostgreSQL 9.3 / EDB Postgres Advanced Server

High Availability / Recovery: Oracle Data Guard, Broker, observers, Fast-Start Failover, Active Data Guard, physical and cascaded standby, snapshot standby, Flashback Database, RMAN, Data Pump, transportable tablespaces, Veeam point-in-time recovery

Performance / Monitoring: AWR, ASH, SQL tuning, baselines, Oracle Grid Control / OEM / Cloud Control 11g, 12c, 13c, OpsGenie, capacity and data-growth monitoring

Platforms / Infrastructure: Red Hat Enterprise Linux 5.x, Linux, Windows Server 2008/2012/2016, Oracle ASM and Grid Infrastructure, Fusion-io, Apple Xserve, macOS / Mac OS X

Tools / Automation: SQL*Plus, Toad, SQL Developer, PL/SQL, SQL, Windows Batch, shell scripting, cron, database links, Jira, Remedy, Altiris, Confluence, PuTTY, Amazon S3

Operations: 24/7 production support, ITIL, CAB/change management, MOPs/runbooks, incident bridges, RCA/post-mortems, disaster-recovery exercises, audit support, training, documentation, knowledge transfer

CERTIFICATIONS, TRAINING & RECOGNITION

- ITIL v3 Foundation Certification - April 2009
- Oracle 11g Administration Workshop I and II - January 2009
- SQL and PL/SQL Fundamentals - September 2012
- EDB PostgreSQL Advanced Server 9.3 training
- Mental Health Foundations for Leaders
- Mac OS X Leopard Server Essentials - February 2008
- TELUS CHLOE Emerging Leader Award nominee - November 2023