

## General Information:

Name	drs. R.P. van Zijl
Contact	hintedqueryservices@xs4all.nl
Place of Living	Almere
Birthday	20-06-1971
Working in IT since	1999
C.V. update up to	10 December 2015



See also <http://www.linkedin.com/in/rpvanzijl> for past employer and colleague recommendations. Multiple references are available on request.

## Personality:

Since the first years of my IT career I have focused on performance aspects of Oracle database. Working in the projects as well as part of a maintenance department has allowed me to experience both aspects of the DBA profession. Working in the financial institutions area and the Telecommunications area has given me specific insight and experience in these sectors.

I have participated in several stages of software development; firstly design and realization (data modeling); secondly implementation/conversion and maintenance. My focus became the overlap between software and hardware architecture, implementation and maintenance with special specialization in performance.

Because of a combination of affinity and interest I am able to understand hardware and software down to a very fundamental level. This skill is extremely helpful in analyzing performance problems. I have a special interest into the internal details of the Oracle database, in particular the optimizer.

My analytical methods coupled with my deep technical insight allow me find bottlenecks within both the technical area as well as the business area. In a consultancy role the ability to communicate with both the technical and the non-technical staff is essential. I pride myself of being able to translate difficult technical problems to understandable examples for non-technical participants and visa versa. I believe I am equipped with the necessary communication and social skills to be effective in this. I am also able to address large groups for either presentations, as I have proven in several Data Modeling and Security presentations and courses.

Technology as such needs to fulfill a purpose for the customer. In Architecture roles I have tried to combine the technical requirements versus the Cost of Ownership (licenses, ROI) and look beyond the pure technical implementation aspects.

As an Oracle DBA I firmly believe in the ability to do the job via command line tools and not to only depend on the GUI interfaces, which will probably not work when you have to fix a production problem. This does however not mean that I do not see the advantages of GUI tools and do not use them when available. I especially like very technically challenging and complex problems to solve.

My experience has given me a clear vision on a model for system configuration, security and setup that allows for low cost maintenance, maximum flexibility and compliance to the strictest of ISO security guidelines.

**Education:**

University Inorganic Chemistry (completed)	(1997)
NIBE Bankbedrijf (Banking Institutions Course)	(1999)
Database Design and Modeling	(1999)
Advanced Database Design and Modeling	(1999)
Oracle Internals 8i	(2000)
NetApp DataONTAP (certified)	(2006)
(Jonathan Lewis) Optimizing Oracle by Design	(2006)
Miracle Oracle Open World	(2007, 2008)
(Chris Date) Database in Depth	(2007)
Applied Mathematics for Database Professionals	(2007)
(Tanel Poder) Advanced Oracle Troubleshooting	(2009)
(Julian Dyke) Oracle 11g Release 2 for RAC Users	(2010)
(Pete Finnigan) Oracle Security Auditing	(2010)
(Tanel Poder) Advanced Oracle SQL Tuning Class	(2010)
(Tanel Poder) Oracle Partitioning and parallel Execution for Performance	(2010)
Oracle Exadata Administration	(2012)
Oracle Exadata Administration (for ABN AMRO)	(2014)
Oracle 12c New Features for Administrators v2	(2015)
Oracle 12c New High Availability Features	(2016)

## Skills:

### Hardware/OS

	Total experience	Last used	Knowledge level
IBM RS/6000 AIX	6.5 y	2015	Senior
PC (MS Windows)	12+ y	2015	Medior
Sun (Solaris 5.8 - 5.9)	8 y	2014	Medior
Linux (Debian/Red Hat/SuSe/Fedora)	10 y	2016	Senior
VMWare ESX/VMWare	1 y	2010	Medior
NetApp	2 y	2012	Medior
Oracle Exadata	2 y	2015	Senior
ZFS	2 y	2016	Medior

### Databases

	Total experience	Last used	Knowledge level
Oracle 7/8/8i/9i/10g/11g	14 y	2016	Expert
Oracle 8i/9i/10g Dataguard	10 y	2016	Senior
Oracle RAC	8 y	2016	Senior
Oracle ASM	8 y	2016	Senior
Oracle Exadata	2 y	2015	Senior

### Programming Languages

	Total experience	Last used	Knowledge level
Java	1/2 y	2006	Basic
Java Script	1/2 y	2000	Basic
Visual Basic	1/2 y	2000	Basic
Visual Basic Script	1/2 y	2000	Basic
Active Server Pages	1 y	2004	Basic
HTML	9 y	2010	Expert
Oracle SQL	14 y	2015	Expert
Oracle PL/SQL	14 y	2015	Expert
Unix (Korn) Shell	14 y	2016	Expert

#### Methods:

- CORTEX
- Probaat
- ITIL foundations
- Prince II
- SDM
- RAD

#### Development tools:

- Computer Associates ERwin
- Embarcadero ER-Studio
- Oracle Developer
- Oracle Designer
- Oracle Discoverer
- Oracle Warehouse Builder

#### System software:

- MS-Windows (95, 98, NT4.0 Client, NT4.0 Server, W2K Professional, W2K Server)
- Unix (AIX 4.x/5.x, Sun Solaris 5.8/5.9/5.10),
- Linux (Debian, Red Hat, SuSe, Fedora)
- VMWare Workstation/VMWare ESX
- NetApp Data ONTAP

Application Areas:

- Data Warehousing/Management Information/Reporting Systems (8 y)
- Billing systems (10 y)
- CRM (1 y)
- Web Access (6 y)
- OLTP transactional processing (12 y)
- Software Design/Data Modeling (10y)

Monitoring Tools

- Quest Foglite
- Oracle Enterprise Manager
- Oracle Grid Control

Functions:

- Functional Designer
- Technical Designer
- Technical Architect
- Oracle Database Administrator
- Oracle Database Developer
- Team leader
- Technical Manager
- Technical Consultant

## Work experience R.P. van Zijl

### Summary of Work experience

Employer	Area	Years
IBM	DBA, teamlead, architect	4
HP	DBA, teamlead, architect	0.8
Universal Music Group	DBA	1.5
KLM/Air France	DBA	0.5
IBM	DBA	1.5
Essent Kabelcom	DBA	2
Caesar	IT Consultancy/DBA	2
Logica BV	IT Consultancy/DBA	3
Shell RTCA	Chemical Research	1
Private	Real-Estate	20

#### Period

Employer

Customer

Area

Function

Job Description

**1/6/2011 – 4/12/2015**

IBM Strategic Outsourcing Division (SOD)

ABN AMRO

Integrated Engineering Databases (IE DBA) & MDS Infrastructure

Teamlead/Senior Oracle DBA/Oracle Architect

With the resourcing of the ABN AMRO part of the contract to IBM our departments followed. Due to downsizing as a result of the RBS no longer being serviced the IE Engineering and MDS Infrastructure departments were merged and I took on teamlead responsibility for that department as well. As a department we have both the operational responsibility of the MDS hardware and software and continue in our effort to keep the whole stack of RHEL, Oracle RDBMS, ASM and CRS up to date. During the maintenance weekends we have deployed releases both hot (online) with zero downtime as well as more conventional planned downtime for upgrades. I was responsible for the design of a replacement of the 54 old HP Linux machines towards 34 new IBM X series Linux machines and together with the team implemented this migration with minimal downtime. We also migrated about 300 Oracle 10g databases to 11.2 with minimal downtime.

During the 4 years we have also become responsible for the design and implementation of 5 Quarter rack Exadata X4 systems coupled with ZFS Storage appliances for a very high Transactional application. This also involved a lot of performance tuning and analysis.

Next to the technical day to day maintenance of the systems and the monitoring and control scripts I have been acting as main Oracle Architect within IBM for the ABN AMRO account responsible for technical validation of (new) projects and design advice on how to approach solutions where Oracle databases were involved.

Expertise

Hardware

Programming Languages

Security, Performance & Tuning, Systems setup, Architecture

HP, Sun, IBM X series

Oracle SQL, Oracle PL/SQL, Korn shell

<b>Period</b>	<b>1/9/2010 - 31/05/2011</b>
Employer	HP
Customer	ABN AMRO & Royal Bank of Scotland (RBS)
Area	Integrated Engineering Databases (IE DBA)
Function	Teamlead/Senior Oracle DBA
Job Description	As teamlead of the IE Engineering department we are responsible for designing and maintaining the Managed Database Systems (MDS) Oracle grids. The full Oracle stack of RAC clusters on ASM together with EMGC, OS and provisioning scripts kept the customer systems up without unplanned downtime during the whole year. In addition to the engineering of existing MDS stack we were involved in any project that introduced new applications, services or concepts into the Oracle architecture. Full life cycle management via patches or upgrade of the architecture components (OS, RDBMS, ASM, CRS) was engineered and tested by us.
Expertise	Security, Performance & Tuning, Systems setup, Architecture
Hardware	HP, Sun
Programming Languages	Oracle SQL, Oracle PL/SQL, Korn shell
<b>Period</b>	<b>1/8/2008 - 31/03/2010</b>
Employer	Universal Music Group
Customer	IT Global Applications (ITGA)
Area	Operational Support & Development Centre
Function	Senior Oracle DBA
Job Description	Universal Music Group hired me to migrate all their Oracle 9i databases to Oracle 10g initially and eventually to 11g. Difficulty in the migration is having different single and multi-byte character set 9i databases that have to be consolidated into new standardized multi-byte 11g databases. Additionally all data models of the 57 applications had to be cleaned up and restructured according to the database standards (including massive recoding and remodeling). Apart from this project I also participated on designing a new security standard including monitoring and provided operational support for performance problems.
Expertise	Security, Performance & Tuning, Systems setup, Migration
Hardware	IBM AIX, Sun Solaris, VMWare
Programming Languages	Oracle SQL, Oracle PL/SQL, Korn shell
<b>Period</b>	<b>24/2/2008 - 31/7/2008</b>
Employer	KLM/Air France
Customer	KLM XM20
Area	Operational Support Centre
Function	Senior Oracle DBA
Job Description	KLM / Air France extended my contract to further help redefine and enhance it's security and monitoring thereof. During these 2 months I have created an automated monitoring solution that checks against SOx rules and possible exceptions and reports on compliancy.
Expertise	Security, Performance & Tuning, Systems setup
Hardware	IBM AIX, Red Hat Enterprise Linux
Programming Languages	Oracle SQL, Oracle PL/SQL, Korn shell
<b>Period</b>	<b>24/2/2008 - 1/6/2008</b>
Employer	KLM/Air France
Customer	KLM XM20
Area	Operational Support Centre
Function	Senior Oracle DBA
Job Description	KLM / Air France hired me to help them leverage the aspect of performance within their operational database maintenance department. This involved setting up procedures for dealing with performance problems, creating automated performance monitoring

Expertise	tools and tuning the systems needing tuning. Additionally KLM asked me to set up a quantitative model for predicting performance of system, based on the work Yuri van Buuren had done. The model should take historical data from tables and query runtime and predict runtimes against increasing data loads. Optimizing the most problematic systems decreased the load across the 3 node stretched RAC cluster by 30%.
Hardware	KLM also needed to redefine and enhance it's security and asked me to help define their security policy. As part of this KLM is investigating following parts of the Hinted Query Security Model.
Programming Languages	Security, Performance & Tuning, Systems setup IBM AIX, Red Hat Enterprise Linux Oracle SQL, Oracle PL/SQL, Korn shell
<b>Period</b>	<b>1/7/2006 – 31/12/2007</b>
Employer	IBM Netherlands
Customer	IBM SSO / ITD
Area	IT Service provider
Function	Team leader / Senior Oracle DBA
Job description	Within the 1.5 years at IBM I have been responsible for a complete restructure of the setup of their DBA department on a technical level to increase preventive maintenance and leverage the quality of services the department provides. The function was described as Technical Team lead but entailed the following functions: Technical Team lead, Technical Solutions Architect, Change Manager, Incident Manager, Security Manager and Senior Oracle DBA. As a hands on Team lead together with my team of 28 DBAs supported ~ 1600 databases for several IBM customers. Main focus was Oracle database but we also supported MS SQL Server, Progress, Sybase, DB2, and some Mainframe database systems. Next to the procedural changes the technical changes mainly related to massive consolidation and upgrading of databases of deprecated versions (7, 8.x) to Oracle 9i and 10g.
Expertise	Security, Performance & Tuning, Systems setup
Hardware	IBM AIX, Linux
Programming languages	Oracle SQL, Oracle PL/SQL, Korn shell
<b>Period</b>	<b>1/7/2006 – now</b>
	<b>Start own company; Hinted Query Services BV</b>
	This provides Oracle Database related services to customers as freelance employee.
<b>Period</b>	<b>01/06/2004 till 30/06/2006</b>
Employer	Essent Kabelcom BV
Customer	n.a.
Area	Telecommunications/Internet Service Provider
Function	Team leader / Senior Oracle DBA
Job description	The DBA department of Essent Kabelcom is responsible for all primary systems that enable customer to get cable services. These services include cable television, internet and VOIP telephony. All systems from starting from Customer facing web pages and Call Centre systems to Provisioning Systems and eventually billing systems were under 24x7 full maintenance by the DBA team. The security measurements where very strict as the customer, as an ISP, had to prevent even the slightest possibility of hacking their systems. I directed the team proactively in extending the maintenance procedures, toolsets, security measures and reporting as well as designing and implementing new 3 node (2 sites) disaster recovery systems for the massive OLTP mail systems using Oracle 9i

Expertise	Dataguard. During my stay we did not have a single outage or major disruption in any of our 24 databases.
Hardware	Additionally the team and me supported the different development teams in analyzing performance problems, designing new components and reviewing security issues for Java (J2EE) code.
Programming languages	Security, Performance & Tuning, Disaster Recovery Sun Solaris, Debian, NetApp Oracle SQL, Oracle PL/SQL, Korn shell, Java
<b>Period</b>	<b>01/02/02 till 30/5/2004</b>
Employer	Caesar
Customer	AA Interfinance BV
Area	Financial
Function	Database Administrator/Technical Developer
Job description	Technical maintenance and complete rebuilding of a Data Warehouse. This involves general dba actions, performance and tuning, repairs of existing interface software, design and realization of new interface software, redesign of application architecture and general information requests. The Data Warehouse contains data from 5 different internal systems and is used by all operational departments within AA Interfinance and its subsidiaries. Total size of the DB is about 400 Gb.
Expertise:	Database Administration, Performance & Tuning, Data Warehouse Designer
Hardware	Windows NT, AS/400
Programming languages	Oracle SQL, Oracle PL/SQL, HTML, ASP
<b>Period</b>	<b>01/01/02 till 01/02/02</b>
Employer	Caesar
Customer	Caesar DBA Services
Area	IT consultancy
Function	Database Administrator
Job description	For multiple customers of Caesar DBA Services DBA activities were performed. The work varied between performing database scans, performance scans to solving technical database problems.
Expertise	Database Administration, Performance & Tuning
Hardware	Windows NT, Unix
Programming languages	Oracle SQL, Oracle PL/SQL
<b>Period</b>	<b>01/01/02 till 01/02/02</b>
Employer	Caesar
Customer	Caesar DBA Services
Area	IT consultancy
Function	Database Administrator
Job description	For providing a structured portfolio of DBA solutions to customers using Service Level Agreements, there was a need for procedures and contract documentation. The Remote Services concept was developed from the conceptual stage to a complete package of documentation and software for the second and third line support helpdesk. This involved creating a data model, application model and work procedures for full database management via Remote Access.
Expertise	Data Modeling, Functional Design, Technical Design
Hardware	Windows NT
Programming languages	Oracle SQL, Oracle PL/SQL



<b>Period</b>	<b>01/11/01 till 31/12/01</b>
Employer	Logica
Customer	Shell Nederland
Area	IT department Chemical Company
Function	Technical Consultant/Database Administrator
Job description	Realization of a central software registration and workflow system involved modifying and redesigning an existing application. Additionally the front end GUI was converted from Oracle Forms to a JSP GUI.
Expertise	Data Modeling, Functional Design, Technical Design
Hardware	Unix, Windows NT
Programming languages	Oracle SQL, Oracle PL/SQL
<b>Period</b>	<b>01/10/01 till 31/10/01</b>
Employer	Logica
Customer	IBN (ING NL & Postbank)
Area	Financial
Function	Technical Consultant/Database Tuning/Performance Expert
Job description	In an attempt to gain insight into the scalability of the billing application a series of performance tests were performed at the Performance Test Site of IBM in Montpellier (France). During the test the several modifications were developed on-site which changed the application from pure single-CPU behavior to multi-CPU. The tests and modifications were independently performed and documented. Result of the modifications was that the behavior of the application changed from a non-scalable single CPU behavior to a fully scalable multi-CPU application.
Expertise	The results were used to plan the capacity of the IBN IT department and Computational Centre. A major part of this project after the tests at IBM consisted of consultancy for IBN. Total size of the database was to be 1 Tb+.
Hardware	Performance & Tuning
Programming languages	RS/6000 AIX Oracle SQL, Oracle PL/SQL
<b>Period</b>	<b>10/12/00 till 30/09/01</b>
Employer	Logica
Customer	IBN (ING NL & Postbank)
Area	Financial
Function	Technical Project leader/Technical Consultant
Job description	During the third phase of the MIBS RMBS project at ING bank NL and Postbank an analysis from phase 1 was developed in detail. Next the technical realization was performed. During this phase the following jobs were performed: <ul style="list-style-type: none"> <li>• Designing of Modular architecture for the technical model</li> <li>• Designing of conversion architecture</li> <li>• Technical Manager Implementation and Development</li> <li>• Tuning Specialist</li> <li>• Technical Contact for customer</li> <li>• Contact Technical Enterprise Resource Planning</li> </ul>
Expertise	Data Modeling, Performance & Tuning
Hardware	RS/6000 AIX, Windows NT
Programming languages	Oracle SQL, Oracle PL/SQL

<b>Period</b>	<b>01/07/00 till 09/12/00</b>
Employer	Logica
Customer	IBN (ING NL & Postbank)
Area	Financial
Function	Windows NT Administrator, Oracle DBA, Oracle Developer, Technical Contact, Technical Support
Job description	<p>During the second phase of the MIBS RMBS project at ING bank NL and Postbank an analysis from phase 1 was developed in detail. Next the technical realization was performed. During this phase the following jobs were performed:</p> <ul style="list-style-type: none"> <li>• Setup and Maintenance of a Windows NT environment</li> <li>• Setup and Maintenance of an Unix Oracle Database environment</li> <li>• Setup and Maintenance of an Unix RS/6000 AIX environment</li> <li>• Documenting Technical Specifications</li> <li>• Programming SQL en PL/SQL</li> <li>• Design of module architecture for technical design</li> <li>• Design of conversion architecture</li> <li>• Technical Contact for Customer</li> </ul>
Expertise	Data Modeling
Hardware	RS/6000 AIX, Windows NT
Programming languages	Oracle SQL, Oracle PL/SQL
<b>Period</b>	<b>20/05/00 till 30/06/00</b>
Employer	Logica
Customer	IBN (ING NL & Postbank)
Area	Financial
Function	Windows NT Administrator, Oracle DBA, Oracle Developer, Technical Contact, Technical Support
Job description	<p>A non-euro compliant billing system for business accounts was replaced for IBN by a multi-channel transaction billing system. Implementation was preceded by an analysis phase during which the current situation was investigated and an estimate was made concerning the feasibility of the suggested system. The following jobs were performed:</p> <ul style="list-style-type: none"> <li>• Writing functional specifications (global and detail);</li> <li>• Designing test approach, test guidelines and template documentation;</li> <li>• Assisting Quality department concerning quality control of finished documents;</li> <li>• Providing technical advice concerning architecture of the intended interfaces using Oracle 8i en Web architectures</li> </ul>
Expertise	Data modeling
Hardware	RS/6000 AIX, Windows NT
Programming languages	n.a.
<b>Period</b>	<b>01/07/99 till 15/05/00</b>
Employer	Logica
Customer	AND Identification B.V.
Area	Security
Function	Oracle Developer, Oracle DBA, Technical Consultant
Job description	<p>Multiple customers of the Card Management System (ANDiS CMS) required specific modifications for interfacing with their back office systems, especially the interaction between person registration systems and the CMS. By interfacing it became possible to implement automatic creation and modification of Access or Credit Card information. Additionally work was done on designing a generic Interface system and an Application Management System. Application Management consists of a complete set of systems for writing and maintaining applications onto smart card chips.</p>

	<p>Development was done according to the guidelines supplied by the Visa Open Platform. The following jobs were performed:</p> <ul style="list-style-type: none"> <li>• Consultancy on development process steps;</li> <li>• Designing functional, technical and test specifications;</li> <li>• Programming in the native ANDiS Scripting Language;</li> <li>• Database design (Tables, Triggers, Views) for Oracle 7;</li> <li>• (low level) Administration for Oracle 7 (user roles, database create scripts, upgrade scripts, object status)</li> <li>• Analysis of conversion possibilities for going from Oracle to MS SQL</li> </ul>
Expertise	Database Design & Specification
Hardware	Windows NT
Programming languages	Oracle SQL
<b>Period</b>	<b>01/06/99 till 01/07/99</b>
Employer	Logica
Customer	Nationaal Spaarfonds (NSF)
Area	Financial
Function	Oracle Developer, Oracle DBA, Technical Consultant
Job description	<p>For integration of the NSF company into Delta Lloyd the installation of Lotus Notes as mail server is essential. To estimate the impact of installing this application on other existing applications a series of tests were performed. The following jobs were performed:</p> <ul style="list-style-type: none"> <li>• installation of Lotus Notes (client);</li> <li>• configuring test computer and network for connection to the network of Delta Lloyd;</li> <li>• testing of application interactions and system influences;</li> <li>• documenting findings and discussing these with the Customer;</li> <li>• providing advise on next steps.</li> </ul>
Expertise	n.a.
Hardware	Windows NT
Programming languages	Oracle SQL
<b>Period</b>	<b>01/03/99 till 30/05/99</b>
Employer	Logica
Customer	Ministry van Finance
Area	Government
Function	Oracle Developer, Oracle DBA, Technical Consultant
Job description	<p>For the Ministry van Finance I assisted in the creation, documenting and checking of network installation scripts. De work was part of a millennium project in which hardware and software was millennium tested. Additionally a software inventory system was designed and implemented to contain highly detailed information on software versions and dependent related windows dll versions</p>
Expertise	Data modeling
Hardware	Windows NT
Programming languages	Oracle SQL