**RESUME   
AFZAL ALIDAR,**

**Phone: +6281293205119  
email : aalidar\_sg@yahoo.com**

Highly experienced in Oracle Database Administration, Global Technical Support, Siebel CRM Administration, Technical Architecture, Oracle Financials Apps DBA. Siebel Performance Tuning, Oracle Performance Tuning, SQL Tuning

**PROFILE**

Afzal has 25 years of experience in the information technology and services industry.

Very strong in troubleshooting, analytical thinking and problem solving.

Experienced in triaging, escalation management, working with development/engineering and product marketing.

Familiar with handling complex issues and communicating it to the customers.

Comfortable working as a team player and individual contributor

Self starter, quick learner and able to work under pressure

Attended many Oracle Database, Siebel CRM and Oracle eBiz trainings

Certified Oracle Database Administrator and Siebel Consultant.

**EDUCATION**

Undergraduate Program / S1, University of Indonesia   
Faculty of Maths and Science, Physics Dept

**TECHNICAL SKILLS**

* Applications: Siebel CRM from Siebel 7.0.4 - IP 2016, Siebel Tools, Siebel Upgrade, Siebel Installation and System Administration, EIM and Configuration
* ERP Applications: Oracle Applications Release 10.6-11i
* Functional: General Ledger, Payables, Receivables, Fixed Assets,   
  Purchasing, AOL, Alert, Siebel Upgrade, Siebel Installation and System Administration
* Database: Oracle RDBMS 7.X - 12c, Microsoft SQL Server, FoxPro, Clipper
* Dev Tools/Language: Oracle Developer, Oracle Forms , Oracle Reports, Siebel Tools, PL/SQL, Foxpro/Clipper, Cobol, C++, Java, SQL, Shell Script
* OS: Exalogic/Exadata, Solaris, AIX, HP/UX, Windows 2000-2008 , VM, Unix, Linux
* Others: Oracle Web Logic 12c, Apache Web Servers, IIS, LDAP, SSO, LoadBalancers, Clustering, RAC

**EMPLOYMENT**

**April 2014 – Present, Principal Consultant**

**Freelancer Jakarta, Indonesia**

* Provide Consulting services on Oracle RDBMS, Siebel CRM, Oracle Application
* Provide Consulting Services on Technical Architecture, Technical Administration and Performance Tuning
* Provide Consulting services on SQL and Database Installation, Administration and Performance Tuning

**June 2016 – May 2017, Siebel Administrator/Technical Architect**

**Marcsoft Pte Ltd Singapore**

* As CRM Technical Architect on CRM project in the largest telco company in Indonesia with 2 junior Architect/System Administrator working under him
* Owned and managed 6 Siebel IP16 env, running on 48 VMs in Exalogic
* Code migration from DEV to other environments.
* Fine Tune SQL generated by Siebel application, Oracle Database, OBII Reports and data conversion/migration script
* Install/Patch/Upgrade Siebel application, Siebel and Oracle Database and OBIEE/Reports
* Configure and Fine Tune Siebel components
* Generating local DB and Installing Siebel Tools for developers

**Nov 2013 – Feb 2014, Technical Advisor**

**PT Phintraco Consulting Jakarta**

* Advising management on technical aspect of siebel application
* Advising implementation team on best practices, supportability issues, technical architecture and performance tuning of the siebel application

**Aug 2006 – Oct 2013, Principal Support Engineer**

**Oracle Corp. Singapore**

**Oct 2002 – Aug 2006, Senior Support Engineer**

**Siebel Systems Singapore**

* Provide Support to internal and external Global Customer on:
* Siebel eBusiness application (CRM) Installation, System Administration, Configuration
* Siebel eBusiness application (CRM) Upgrade, Enterprise Integration Manager (EIM), Repository Migration / Deployment and Technical Architecture and Sizing
* Siebel Analytics (Business Intelligent)
* Oracle DBA&MS SQL Server related issue, installation, patching, upgrading, performance tuning.
* Troubleshooting issues related to Siebel Application Tuning, Crash and Hang
* Writing Technical Documentation on new Product Alerts, Technical Notes and Troubleshooting steps.
* Assist Team members on Siebel|Oracle related issues like installation of Siebel Enterprise/Server, Siebel Web Server Extension, Sizing and Performance Tuning.
* Assist Team members on Unix Solaris, AIX, HP-UX, Linux issues related to Siebel eBusiness (CRM) application.
* Responsible for installing and maintenance of internal Siebel eBusiness application environment in Solaris and Oracle platform.
* Performing day to day Siebel Administration role, such as Repository Migration, Managing Siebel environment. Performance Tuning, Sizing of the siebel component and siebel servers, Ensuring the availability and stability of the siebel environment.
* Installation and patching of the siebel environment as required by business/hosting services and troubleshooting issues arise during the day to day administration of the siebel environments.
* Performing Upgrade from Siebel 7.5.3 to 7.7 and from Siebel 7.7 to 8.0 for Hosting Services Organization, upgrading Oracle DB from Oracle 8i to oracle 10g
* Mentoring new hires on Siebel eBusiness application Installation, Upgrade and System Administration.
* Member of Advanced Support specialized in Crash, Memory Leaks and Hang
* Giving Technical and process training to new hires and team member

**Sep 1998 - Oct 2002, Senior Support Consultant, Apps DBA and financials functional   
Oracle Systems SEA Pte Ltd, Singapore**  
 - Provide technical and functional support to customers on the Financial and

* Application DBA/Administrator modules.
* Providing On Site Consulting/Troubleshooting:   
  Database, Application&SQL Performance Tuning
* OnSite/Premium Application DBA
* Application/RDBMS/OEM Installation and Upgrade
* Functional & Technical issue in Financials Suite
* Install and maintain 10.7CHAR/SC, 11.0.3, 11I Oracle Application, installl and maintain Oracle Database 7, 8 & 8I for Internal.
* Providing real time responses to our customer inquiries.
* Interact with our customers via the telephone and other electronic channels.
* Work closely with development to diagnose bugs and provide patches
* Act as a team member that contributes to solutions and customer satisfaction.
* Adapt to a fast-paced and changing technical environment
* Assist colleagues on Oracle Application Technical like Installation,   
  Patching, Troubleshooting etc.

***Some of important Achievement/On Site Activities***

* Received a Service Excellent Award 2000-2001 from Oracle Singapore Office.
* Motorola China, Oracle Application Rel 11.0.3 Performance Tuning. A high profile project at that time, 900 online users with 40 Concurrent Managers, 20GB memory and 20 CPU on Sun platform. Tuning at database, concurrent manager, standard application and custom application level. Received Testimonial
* Oracle Asia Pacific, ERP-Exchange Integration projects, as project Apps DBA
* Oracle Korea, Implementation Support Team. Assist Oracle Korea (Seoul) on   
  Going live issue for their big customer, LG, Binggrae, Korea Telecomm etc,
* On Site Consultant at ST Assembly, Building and Construction Authority of Singapore, Singapore Sport Council & Foodbex, Matsushita Technology, Port of Singapore Authority, Hitachi Asia, OmniBiz, Future Technology Singapore, Hermes Epitek, Creative Technology Singapore, AICS Penang, Malaysia, Little Green Apple Singapore

**Sep 1996 - Sep 1998, IT Manager, Oracle Application DBA/Specialist**

**MAKRO Indonesia, Jakarta**

* Project Manager responsible for successful technical and functional implementation of Oracle application.Application Installation&Upgrade, Project Implementation/Setup, Application Integration, Application Interfacing, Enhancement, Customization on
* ORACLE General Ledger, Payables, Receivables & Assets and ORACLE Alerts
* The project was consisted of two phases, phase one Oracle GL and AP implementation, which took 3 months and phase two of Oracle Receivables and Assets Implementation which also took 3 months, including Conversion, Interface and Setup.
* Database and Application Administration
* Database and Application Performance Tuning
* Backup and Recovery Strategy, Implementation and Review

**April 1994 - September 1996, Senior Analyst/Technical Consultant, Oracle eBiz Rel10.6/7   
Quadra Solution an Oracle Business Partner, Jakarta-Indonesia**

* Material Accounting Mgmnt and Monitoring System Project for ARCO
* Modifying ORACLE Purchasing and ORACLE Payables reports and forms
* Oracle Financials Implementation Customization Project for INDOSAT
* Modifying ORACLE Purchasing reports and forms
* Oracle Financials Integration Project for ARCO:
* Developing an AFC Subsystem which consists of forms,reports and batch
* Modifying and setting ORACLE General Ledger.
* Developing Officer and Employee Subsystems ( forms, reports, and batch )

**March 1993 - April 1994, Senior Analyst Programmer/Sub Manager   
Bank Niaga, Jakarta-Indonesia**

* Modifying General Ledger using FoxPro
* File compression for electronically transferring files using dBase IV
* Calculator function using C++
* Card generator / embosser using C++ ( IBM Host - PC Communication ).
* Modifying ATM report using COBOL on IBM 4381.

**Jan 1992 – March 1993 System Administrator / System Engineer,**

**NCR Indonesia, Jakarta**

* Administering and supporting NCR Unix system ( AT&T Unix SVR4/3) for internal
* Supporting clients on Unix SVR3 and SVR4
* Installing and configuring electronic mail ( NCR )
* Administer users, UUCP, Modem, terminals, printers, etc for SCO Unix.