Vicken Khachadourian

www.enoughtrace.com   650 299-9927 (h)   415 699-6462 (M)   vkhachad@yahoo.com

Deliberately inactive on LinkedIn

Dear Recruiter and Hiring Manager,

- I recently learned from a recruiter that during the interview process, people make up skills and sometimes even get their colleagues to phone interview for them.

- That's why I built me resume and website with verifiable and documented content. Check out www.enoughtrace.com and the Acknowledgements link.

- My resume even has a section where I list my weaknesses. See page 3

- I will decline interviews with any party if they do not specifically let me know that they spent 30 minutes reading my 10-page resume and carefully studied my website, especially the Acknowledgements section.

- My work in the Oracle space played a major role in 2 legal cases in Los Angeles Superior Court: BC506710 and BC536326, where I saved Southwest Traders, a $450 million / year company from a disastrous Oracle EBS implementation. I saved 800 people's jobs. I stabilized their system in a few weeks where 3 different vendors over 6 months had failed to do so, with over 100 people working on it, including Oracle Support.

- Some recruiters suggested that I remove all mention of these achievements, but my calculation is showing that the Oracle space today needs exactly the type of value I'm presenting.

- Oracle's co-CEO Mark Hurd is in many Youtube videos talking about how Oracle takes up the lion's share of any Information Technology budget, and many Oracle projects are suffering delays. I agree. It's time for serious talk about value.

- In the past I did the following with the opportunities I was given:

  o Worked closely with over 2,000 DBA's as the last resort tech leader for their worst failures, and left Oracle with a 95% customer satisfaction rating

  o Was a successful salesrep at Oracle

  o Have produced over 70 running races, computer scored over 200, some on live TV

  o Have mentored / hands on trained over 100 Oracle engineers

Happy Reading!

Vicken Khachadourian

3 Month Contract to Hire!   . . . . . .   You Gotta be kidding me

When I used to be the Escalation Oracle Database Support Engineer at Oracle, on at least 100 occasions I was brought into cases where the customer had suffered crippling failures over many months. Lengthy system freezes once a week, lasting 2 hours at a time or more, forcing them to restart their system, system crashes, datablock and dictionary corruptions, memory leaks that were threatening to swallow the entire memory of their machine, you name it.

Many cases that I was brought into had up to 60 Oracle Support reps, developers and different groups with a history of trying to solve the problem, but we had failure.

On my first conference call with the customer, the entire DBA team would be present, along with the sysadmins, representatives from the hardware vendor, the CIO's, CTO's and Oracle would have a few of its representatives who had the responsibility to tell Oracle that the company cared about their systems, etc. I had to deliver the technical diagnosis and solution.

One of my first tasks was to identify the appropriate DBA from the customer DBA team so I could work with him orher. Picking the wrong person would make me suffer very painful setbacks. I looked for people who were not going to cover things up and not show off or grandstand under pressure by asking me trick questions.

I picked the right DBA every time, with great care. At least 100 of them.

Like some hiring managers today, if I had told my Oracle managers that I needed 3 months to know if I have the right DBA to work with, I would have been fired. I did not have the fraction of the luxury that today's hiring managers have, where they can talk to recruiters, study resumes, etc.

I did not look at pages from the internet on how to ask interview questions about RAC or ASM. I had crippling failure at hand, and the DBA's reactions to the failure showed me who the good DBA was, and who was not.

If a hiring manager is considering me for a 3 month contract to hire position, on most occasions he's telling his employer that he has no idea about how to hire the right guy. He is saying that the possibility of failure is very high with what he's doing, and he wants me to agree to be blamed for his failure as a condition of employment.

Forget it. I will reject hiring managers like that, who have already endorsed failure.

I know Oracle projects are years behind schedule, painfully over budget, and Oracle is already pitching Oracle Cloud to every CIO and CFO they talk to.

When I find the hiring manager who tells his employer that he knows who to hire and how to succeed, like I did on my highly escalated cases and with Southwest Traders, then I'll be happy to work with him.

Vicken Khachadourian

www.enoughtrace.com   650 299-9927 (h)   415 699-6462 (M)   vkhachad@yahoo.com

TECHNICAL SUMMARY   **Deliberately inactive on LinkedIn**

Question: How many diagnostic files does it take for Oracle Support to change a light bulb?
Answer: We need 2 more diagnostic files to tell you.

- **19 years in all levels of Oracle Database Support, from front line to Advanced Resolution, to Bug Diagnostics and Escalations (BDE). 22 years total at Oracle.**

- **Founding and active member of the Oracle BOL (Business Online Team), which later became Oracle Cloud. Managed several hundred DBA-teams through their toughest crises. Experience with Amazon Web Services.**

- **Under tremendous time pressure, brought over 1,000 damaged Oracle production databases on over 100 platforms into Oracle's test center, patched their damaged data dictionaries, fixed corrupt blocks and sent them back to customers where every second counted. Played a critical role in over 100 migrations. Will successfully complete migrations where months of dry runs will make things easier.**

- **Solved over 400 highly escalated cases with a 100% success rate, 1996 - 2009. Most of those cases were mishandled by certified Oracle professionals, Oracle's database developers and other Oracle Senior Support reps.**

- **Conducted a technical audit for the system architecture for most cases. Wrote several hundred reports that customer and Oracle executives relied upon.**

- **Saved Southwest Traders of Temecula, a $450 million / year company with 800 employees from going under, due to a disastrous Oracle EBS implementation.**

- **Stopped the monetary losses at $13 million in 2011, while being there for only 4 months, and stabilized the system. Departed the project when recommendations were not followed. Trevera Solutions was brought in and the damages in 2012 and 2013 multiplied to $116 million in 2012 and $233 million in 2013.**

- **Upon seeing the evidence, the biggest defendant settled by paying an undisclosed sum. The other defendants insisted to have the case in arbitration (2013 – 2016). Southwest Traders threw Oracle out in 2012 and went back to their legacy system.**

- **Exceeded Oracle Support's desired customer satisfaction level by 15 points. Received a 95% customer satisfaction rating from over 30 customer surveys.**

- **As a salesrep, successfully achieved the $1 million / year quota when Oracle revenues doubled from $500 million to $1 billion. Did so with 2 sales-territory cuts in the year.**

- **Delivered training for Oracle Dataguard and other topics in India. 20 year experience working with onshore and offshore teams.**

- **Mentored and trained over 100 Oracle Support engineers hands on. Taught them when and how to read Oracle's trace files, and when to avoid them.**

- **Wrote the Oracle Data Dictionary view definitions for EXPort / IMPort and the cluster objects for Oracle's catalog.sql, which was shipped with every product.**

- **For 17 years, scored and produced running races, triathlons and cross country ski races, in the San Francisco Bay Area, Lake Tahoe, Los Angeles and Hawaii. Worked with local and federal government officials, live TV, sponsors and the public.**

- **Wrote the feature article for Oracle Magazine on database recovery.**

Vicken Khachadourian

Weaknesses – Willing to learn and can learn quickly

- Have performed a few installations and configurations after 1996, including several for Hitachi Consulting, but it's not something I did on a weekly basis. After 1996, no Oracle VP said, put Vick on this escalated case where the customer is screaming bloody murder, he needs to do an install.

- Don't know the middle tier, Weblogic, Oracle Forms, Report Writer. Willing to learn anything, anytime. When I solved the toughest problems at Oracle, I looked at the entire technology stack from metal to the user, and most of the times it's that view that helped me overcome the failure of other engineers.

- Some of the simplest DBA routines that front line engineers and DBA's deal with are in my blind spot. Oracle Support moved me from one fire to another in the DB Engine.

- If it did not get escalated after 1998, there is a good chance I have to look it up on Google.

- Because I know the Oracle Database Engine very well, I can learn Exadata, Raw Iron, ODA and all other iterations of the ported Oracle Database Engines very quickly, but if you think that's a weakness, then be fully informed.

- Larry Allison said that Cloud or no Cloud, you're running the same Oracle DB engine. I am in support of using the cloud, but I do not slap the word cloud on everything, giving myself a false sense of relief. The complexity in your environment is in the Oracle's Database Engine.

EDUCATION: Bachelors Degree in Mathematics with emphasis on Computer Science from U.C. Berkeley.

Webmaster course at Loyola Marymount University from May 2017 – December 2017. Overall grade 84.49/100

TECHNICAL INVENTORY and TOOLSET

Database Management:	Oracle 12c/11g/10g/9i/8i/7/6/5
Oracle e-Business Suite:	R11 / R12
Peoplesoft:	9.0
Hardware Systems:	All platforms Oracle has run on for the last 30 years
Operating Systems:	UNIX, Redhat Linux, HP/UX, AIX, VMS
Programming Languages:	SQL, PL/SQL, PASCAL, C, Fortran Unix shell, html.
Cloud:	IBM Softlayer, Oracle Cloud, AWS-EC2, Python.
System Management Tools:	Oracle Grid control, TOM (The online Monitor), Oracle Enterprise Manager
Performance Tuning Tools:	SQL Tuning Advisor, SQL Profiles, Explain Plan, AWR reports Event 10053 and 10046 Tracing, Hanganalyze, System State Dumps
Development Tools:	SQL*DEVELOPER, PL/SQL, SQL*PLUS
Enterprise Security:	Imperva SecureSphere

Vicken Khachadourian

California State Bar – Anderson & Associates Law Firm – William Guffey, Esq. and
The Law Offices of Arthur S Charchian
Los Angeles, CA   **Jan 2017 – Dec 2017**

- In 2011, I saved Southwest Traders, a $450 million / year company from going under, which is well documented on my website and the Los Angeles Superior Court Website with cases: BC506710 and BC536326.

- I saved the jobs of 800 people.

- The attorney who brought me into the case, Arthur Charchian, placed me under a very restrictive NDA, so severe, that I could not even mention the activity on my resume.

- In 2011, my efforts capped their damages at $13 million. I stabilized the IT environment for 6 weeks, which had never happened for 6 months.

- Instead of making the 6 week stability a baseline, the crooked lawyer fired me, and on other vendors he spent $17 for every $1 he gave me, including Trevera Solutions. The damages mushroomed to $116 million in 2012 and $233 million in 2013.

- They also ended up throwing Oracle out, resulting in total failure.

- In 2012, with my analysis, they got a full refund from Oracle. Then filed a lawsuit for $400 million against DAZ and the IT Director Dave Gillies. The law firm that won the Erin Brockovich case, Girardi & Keese and Arthur Charchian did so on contingency, because they felt the cause of action was strong.

- With the NDA in place, Arthur Charchian was trashing my name and making up stories about how they lost $400 million. In 2014 I sued Arthur Charchian.

- The opposing side was threatening to bring Oracle experts to destroy my credibility and my 100% success rate. I prepared my team for the technical attack and the opposing side retreated after our 6 hour settlement meeting. In August 2017 I prevailed in court.

- Before giving his verdict, Judge Howard Halm, after hearing all the evidence, including the praise for me from witnesses on the opposing side, said: There is no doubt that Mr. Khachadourian is an excellent Oracle expert.

- Ken Cornell, the most important investor in the Southwest Traders recovery effort said during trial, under oath: **Vicken is a genius, he deserves $200 / HR, he saved Southwest Traders from going under, and sometimes within hours he was solving problems that dozens of people could not solve for months.**

- With the restrictive NDA nullified, and with my newly acquired webmaster skills, I coded in

html, and built my website, www.enoughtrace.com without the help of any website builders.

Enterprise Information Security Engineer – Database Security
Union Bank
Monterey Park, CA   **Jul 2016 – Jan 2017**

- In order to secure Oracle 11g and 12c, MSSQL and DB2 databases, conducted a feasibility study for the User Rights Management for Databases (URMD), using Imperva's SecureSphere. Studied the capabilities and limitations of URMD.

- Produced official assessments for Oracle, DB2 and MSSQL databases, and worked with DBA's to eliminate attack vulnerabilities for their production databases.

- Created security and audit policies (DAM – Data Activity Monitoring) to monitor for legitimate privilege abuse, the granting of excessive privileges and other security violating activities.

- Figured out how to issue direct SQL select statements from Imperva to access any table in databases that access is granted on.

- Figured out how to use Imperva login authentication against to Active Directories after a bank merger created 2 username lists.

- [Faced the conundrum of asking DBA's to apply patches right away, while at the same time knowing that a lot of database failures happen after DBA's apply patches right away in enterprise computing.](#)

Production Oracle EBS DBA
Cast and Crew
Burbank, CA   **Apr 2016 – May 2016**

- One of the 2 production DBA's left unexpectedly, and the other was scheduled to go on vacation. Was hired quickly to assure system availability when she was out. After quickly learning the system setups, covered her vacation with no failures.

- Successfully cloned the EBS production to a sandbox for both the APPS and DB tiers. Monitored the systems with OEM – Oracle Enterprise Manager

- Successfully performed routine tasks of running scripts produced by developers in UAT and PROD, on both database releases 11.1.0.7 and 12c.

- Diagnosed a crippling production performance problem, and presented the very

inexpensive solution.

- Concluded the short project with the Senior Director's promise to be a reference.

Technical Advisor to the CEO
Kubisys Inc.
Pompton Lakes, NJ   (Los Angeles office)   Feb 2015 – Dec 2015

- Studied the feasibility of porting their product to Linux, EXADATA, and the Oracle install base with the developers.

- Studied the product and produced reports for the CEO and Board of Directors on its benefits to customers. Participated in many meetings that the CEO held with venture capital firms.

- Reviewed all aspects of the company's activities, from sales, marketing, technology, including reviewing all the technical documents to learn the internals of the product, and make suggestions.

- Started to establish their presence in California and the West Coast.

- Conducted several live demonstrations of the product to the Los Angeles SQL Server User group at UCLA, made Kubisys a sponsor of their website, and after conducting another demonstration, got the interest of Union Bank's top developer to bring the Kubisys solution into their data centers.

- To compete with Ravello, which Oracle purchased in 2016 for $500 million, with the Head of Engineering, studied the cloning technology to port it to IBM Softlayer, AWS and Oracle Cloud.

Oracle Performance DBA
Aramark Uniform Services   (short term to solve a production problem)
Burbank, CA   August 2014 – September 2014

- Was hired during the interview to diagnose the poor performance of a critical, production Oracle E-Business Suite custom job, going on for several months. It had been running gradually slower, as merger related data came into the Oracle database.

- Resisted pressure from the Aramark IT staff and set aside all Oracle trace files, OEM, Grid Control, SQL Tuning Advisor and Explain Plan. Proved in a week that the Oracle query optimizer was not the suspect.

- In 3 weeks proved that excessive looping in the PL/SQL code had to be eliminated.

Recommendations were accepted by the IT Director and developers, who immediately started code redesign efforts.

- Delivered training to development for better optimizer practices.

- Learned that they have no debugging in their custom code and are relying on Oracle's Database Engine to diagnose it. Proved to all, that Oracle's debugging won't help trace their own application. Management and team accepted the recommendations.

- **By quickly delivering a reliable diagnosis, the 6-month assignment was concluded in a month.**

- Because the assignment was cut short, the recruiter lost money, but took me out to an appreciation lunch, after hearing the praise from the IT Director.

4 Tb Oracle Database Administrator –
Kaiser's Onelink Database
Kaiser Permanente, Pasadena, CA   **October 2011 – October 2013**
                                        Ended because of the Microsoft Contractor Rule

Production DBA for Kaiser's biggest database, Onelink.
- Took over the Imperva production monitoring for Kaiser's National Pricing System, after a smooth transition. Served as a Sarbanes-Oxley DBA (SOX).
- DBA SWAT team member to get Kaiser's 4 TB database, Onelink, running on Oracle ASM, RAC (Real Application Clusters) and Peoplesoft.
- Bi-weekly refreshed test databases from production, after getting a refresher on RMAN.
- In 1-hour solved a highly escalated production ETL performance problem that up to 15 DBA's and Oracle Support could not solve over 2 months, after tracing it any way they could. **Did not look at a single line from Oracle trace output to do so.**
- Mentored the Kaiser ETL / EPM team on a daily basis to make sure jobs ran OK. Advised management and team members on best uses of Oracle features. Monitored the database server when they used the ASCENTIAL tool to run their jobs on Kaiser's Data Warehouse.
- In 1 hour diagnosed a chronic ERP production database outage that Oracle Support and the other DBA's could not solve in over 9 days. **Did not look at a single line of Oracle trace output to do so.**
- Presented changes to over 40 CAB meetings (Change Approval Board), after few failures in the beginning, passed the majority with no need for corrections.

Vicken Khachadourian

Database Forensics and Litigation Leverage Builder –
Law Office of Arthur Charchian, Glendale, CA   **April 2011 – August 2011**

See above, first item on employment history spanning April 2011 to December 2017. Check items 1 – 8 on the Acknowledgements link on my website: www.enoughtrace.com

Oracle Database and Applications DBA – Hitachi Consulting   **Sept. 2010 – March 2011**

Performed all essential database administrator jobs for the preproduction development team

- Maintained 4 pre-production E-Business Suite (EBS) and GRC databases, while preparing the production machine to go live on January 3, 2011
- Timely cloned the entire apps and db environments on a weekly basis.
- Applied patches
- Installed and configured the production environment on a new machine going production
- Performed the daily tasks supporting the production team
- Conducted root cause analysis (RCA) for failures and produced reports.

Oracle Database Support Engineer - Oracle Corporation
Redwood City, CA   **February 1992 – March 2009**

Served in all major groups as needed by the business. They include: The Escalation Center (handling only Severity 1 cases), BDE (Bug Diagnostics and Escalations, helping engineers solve problems and interfacing with development), Advanced Analysis, and Advanced Resolution. Duties included:

- Solved 400 of the toughest problems for worldwide government and business with a 100% success rate that is well documented in Oracle's email system and performance appraisals.
- Many of the problems were worked on by over 60 Oracle support reps and developers for up to 6 months.
- Many Oracle managers and directors would tell an irate customer: "Your problem will get solved now, it's in Vick's hands"
- Delivered class in Bangalore, India on Dataguard and warned about the reliability or risk levels of relying on Oracle's diagnostics
- Hands on mentored and trained over 100 Oracle Database Support engineers.
- Maintained a very high quality when filing bugs for Oracle's developers, satisfying their needs for good diagnostics, test cases to make it easy for them to fix bugs

Sales Consultant – GAIN Technologies

Vicken Khachadourian

Palo Alto, CA   **October 1991 – February 1992**

- Built Tom Siebel's (CEO) personal demo starting with the product when it was in alpha stage. He used it to get $10 million in venture capital.

Manager Sales Consulting – Oracle Corporation Direct Marketing Division

Belmont, CA   **June 1990 – October 1991**

- Was given a headcount of 12. In the 1990 recession got the work done with 9.
- Provided prototypes and satisfied the demo and prototype requests of 65 sales reps and 25 telemarketing reps to install the product and help customers with proof of concept, with a collective quota of $75 million. 30% of Oracle USA revenue at the time.

Oracle Account Manager – Direct Marketing Division

Redwood City, CA   **January 1989 – June 1990**

- Successfully sold $1 million worth of Oracle database product and tools in the year when Oracle's sales doubled from $500 million to a billion, despite having 2 territory cuts in one year. Attended sales quota club.

Kernel Support Rep – Oracle Support

Belmont, CA   **March 1987 – January 1989**

- Learned and supported Oracle V5.
- Became the first Oracle Database Kernel Support rep when Oracle formed the centralized support team for the first time in its history.
- Delivered training on SQL*Loader and EXPort / IMPort for Oracle colleagues. Became the key reviewer for the SQL*Loader manual for Oracle's technical writer.
- Became one of the members for V6 beta testing group.
- Wrote the Oracle dictionary cluster and export / import views for V6. The proposed structure for the V6 views, proposed and created by colleague Tom Grayson stayed in effect for V6 – V11g
- Wrote the paper on V6 recovery which was published in Oracle Magazine. Presented it at a standing-room only large session at the Oracle International User's Group convention in 1988.

The Final Result – Road Race Production and Scoring – President / Founder

San Mateo, CA   **April 1985 – February 2002**

- Computer-scored hundreds of running races. Furnished real-time and accurate results to TV broadcasters, publications, race directors and runners. **Met deadlines under tremendous pressure, demonstrating operational and logistical skills in real time.**
- **Produced over 70 running races along with General Len Wallach, the Course Director**

Vicken Khachadourian

of the Olympic Marathons in Los Angeles in 1984, and the director of Bay to Breakers. Responsible for event planning with municipalities, course and venue design, advertising and the collection of applications from runners, interfacing with sponsors, preparing race day entertainment, food and water, T-shirt and flyer design, athlete safety, interfacing with and satisfying promoters, local and federal government officials. On race day **managed a staff of 15 and a volunteer group of 40 or more.**

- The events include:

    1. **San Francisco Marathon** – 1985, finish in front of city hall
    2. **SUPER-RUN II "America's Race",** live nationwide broadcast on ABC Sports with $1 million prize money. Finish line at the Stateline in South Lake Tahoe.
    3. Production and directing of the **World-Cup 5K and 10K,** closing San Francisco's Fisherman's Wharf on a Saturday, for World-Cup Soccer in 1994 with its promoters.
    4. **Run the Runway** at Moffett Field and the Alameda Naval Air station, closing the runway 7 times to produce the races for active duty military and the running public.
    5. **Escape from Alcatraz Triathlon**, on NBC sports.
    6. **California Mile,** the world's toughest mile up California Street in downtown San Francisco. Computer scored the event for 5 years for a live local TV broadcast.
    7. **First & 10, benefiting the NFL Alumni** chapter of San Francisco
    8. **Olympic Circle,** benefiting the Northern California Olympians.

Produced and scored events for the U.S. Navy, the City of Palo Alto, the City of Millbrae, the City of Foster City, the City of San Ramon, the Kirkwood Ski resort, and many other organizations, including independently produced events. Worked with more than a dozen charitable organizations and produced tens of thousands of dollars for their causes.