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A whistleblower against Oracle - The reason why Larry Ellison stepped down.

Currently the world's most expensive, yet penniless UBER driver.

After 1996, Oracle was established as the world's most popular enterprise database. Amazon and eBay used Oracle's Database Engine from day 1.

The question became: How do all the technicians in the world relate to the database engine? Oracle's developers had access to source code, but the rest of the world, including Oracle Support reps only had trace files and their training to know how to get along with the DB engine.

By default, everybody used trace files and their raw observations of symptoms to relate to Oracle, but I discovered a flaw with how trace files were being studied, most of them, in 1996. See Dr. Kennedy's analogy on my website. When escalated cases came to me, I started using the customer's technical stories to solve my cases. I went over everything from the raw metal to the user experiences. My success rate was a well-documented and witnessed, 100%, on 400 of the toughest cases.

Oracle's managers ignored my warning and proven track record. In 2005 I blew the whistle internally. Oracle investigated for 2 ½ years and offered me a patent, but made no changes to their practices.

In 2017, Oracle's CTO Larry Ellison finally agreed with me. He said:

"...we are doing a log inspection, where we are looking at people and the logs we look at unlike anybody else, we are in the applications business, we are in the database business, and we are in the Cloud infrastructure business looking at network logs and operating system logs, and storage hardware logs, we are also looking at database logs, we are looking at people trying to log on to application systems and the passwords they are reducing..."

Larry's announcement came 21 years late.

By then, the damages were in hundreds of billions. Technicians are relating to Oracle's DB engine with false assumptions that cannot be detected right away.

Oracle was not late to the cloud. Oracle was late to acknowledging my warnings.

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TECHNICAL SUMMARY

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. Little 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 much 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 in the months before my wrongful termination.
- 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.

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ACTIVITY HISTORY

1985 - Present

- 2018 -2019:** Became penniless, and yet the world's most expensive UBER Driver, unable to get a job in high tech. Worked for 1 month at the Amazon shipping center, night shift.
- UBER**
- Amazon** My 59 year old body could not take the marathon-run-equivalent activity 4 nights a week. Lost fat and built muscle. Did tax prep for Jackson Hewitt. Took over 7,000 rides in 16 months. Maintained an UBER rating range of 4.86 – 4.97 in difficult Los Angeles, driving at nighttime.
- June 2018:** Got hired by Yokohama Tire during the interview. HR nixed my candidacy in 1 hour.
- 2017:** In Los Angeles Superior Court won the lawsuit against the Law Offices of Arthur Charchian. He was my lawyer, but took money from Oracle and sold me out. He also demoted me from his client to his contractor and used my expertise to save Southwest Traders, a \$450 million / year company from a disastrous Oracle EBS implementation. I saved 800 people from losing their jobs.
- 2017:** On May 22, 2017 had an interview with DXC (formerly Computer Sciences Corp and later called Perspecta), the tech guy flunked me with installation / configuration related questions. I warned them that with their priorities they were sitting ducks for Oracle database engine related instability and failures. They ignored my warnings. The end client was the County of San Diego.
- Since that date, for 2 ½ years, every few months or so, they kept looking for a new Oracle DBA.
- 2016:** Worked for 6 months at Union Bank in Enterprise Security, using Imperva Secure Sphere to monitor databases.
- Union Bank**
- 201x:** At some point one of my employers gave me 2 hours to sign an agreement that says if I have any intellectual property dispute with them, they become my lawyer. They let me know that if I did not sign it, I would be fired. I signed it under duress. I think Oracle was behind it. At that employer I was doing useless work as far as intellectual property is concerned. No other colleague got a similar agreement. I do not have an intellectual property dispute with Oracle and have never pursued a patent on my own.
- 2015:** Worked for 2 months at Kaiser Permanente. Got fired after warning them in writing about the risks of Oracle RAC installations and the failure at both the State Department and the California Court Case Management System, both on RAC.
- Kaiser**

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2015: Technical Advisor for the Founder and CEO of Kubisys. Kubisys could build a clone environment of any WINDOWS based data center in as little as 20 minutes. They copied the entire datacenter with IP and MAC addresses with complete transparency. Helped the CEO with meetings with venture capital investors. A dispute and eventual lawsuit between the CEO and the angel investor ended it.
Kubisys

2014: In 1 week solved an Oracle EBS Accounts Receivables problem that they and Oracle Support could not solve in 4.5 months. They used Oracle's Performance Tuning Advisor, the Explain Plan tool and I had to tell them about the 10053 trace for performance. All of them, Oracle and Aramark, for 4.5 months were lost in reading Oracle trace files and thinking they are getting somewhere. Proved in 3 more weeks that the solution was to avoid the excessive row by row looping in the custom PL/SQL script. See link number 17 in the Acknowledgements option of my website.
Aramark

2013: On Oct 4, 2013 had an interview with Hyundai (HISNA) in Irvine, CA. They asked me questions that were the priority at Oracle in 1995, and ignored my warnings that now the real challenge is to sort through the massive amount of trace info and build a healthy relationship with the Oracle Database Engine.
Hyundai

They kept looking for a new Oracle DBA twice a year since then. Hyundai announced in 2019 that they moved off of Oracle.

I've succeeded in everything I touched in the years since. They obviously failed after spending millions of dollars.

2011 - 2013: A SWAT Team member for Kaiser's Onelink Database, the most important database for the enterprise. In one hour solved an escalated problem that Kaiser, IBM and Oracle could not solve for 6 weeks. Solved another problem in 30 minutes that they had escalated for 8 days between Kaiser, IBM and Oracle. Did routine Oracle DBA work.
Kaiser

Nov 2013: When CoverOregon failed, sent an 80 page report to the Attorney General of Oregon explaining why many Oracle projects are failing. They immediately planned to file a False Claims Act lawsuit against Oracle, which they eventually did. They shoved my allegations about systemic failures under the rug and blamed the failure on shoddy work by Oracle employees.

Oracle settled the lawsuit for \$100 million.

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2011: Saved Southwest Traders, a \$450 million / year company from going under by a disastrous Oracle EBS implementation by DAZ and saved 800 people's jobs.
Saved Southwest Traders Stabilized their system in 6 weeks and established a 6-week period of stability that should have been used as a baseline. They failed to do. We parted ways.

In 2013 Southwest Traders claimed under penalty of perjury that their losses in 2011, (when I worked there) were \$13 million. After firing me they brought in Trevera Solutions and got help from Oracle. Their losses mushroomed to \$116 million in 2012 and \$253 million in 2013. They eventually threw Oracle out.

Feb 2011: Filed a wrongful termination lawsuit against Oracle claiming under penalty of perjury that I had evidence of Oracle's knowledge that Oracle knew their trace files were misleading Oracle engineers, DBA's and implementers all over the world.

Oct 2011: My attorney Steve Ball advised me in email to withdraw my wrongful termination lawsuit, saying that the damages to Oracle's customers were way too large and we should focus on them. Followed his advice. See his email about this on my website.

2010 - 2011: 6 months at Hitachi Consulting. Got fired 3 weeks after filing my wrongful termination lawsuit against Oracle. A considerable amount of Hitachi's business came from Oracle.

2009: Got fired by Oracle after being there for 22 years as a top trouble shooter. On the day of termination I had a 95% customer satisfaction rating and was handling more volume of work than anyone else in the group.

1987 - 2009: Solved 400 of the toughest cases at Oracle with 100% success for worldwide government and business. In many cases did so without looking at a single line of trace output. Narrowed the suspects by listening to the customer's story on how the system behaved over the lengthy failures they suffered.
Oracle

During this period Oracle Support worked several hundred million Service Requests where customers were told to set some diagnostic event and give Oracle more and more trace files, with Oracle fully knowing that such an effort was wasteful. Oracle also knew that application implementers were building systems on Oracle's database engine with false assumptions. The damages are in the hundreds of billions now.

Succeeded as a sales rep with \$1 million quota in 1989 - 90. Managed a team of 9 Sales Consultants and supported a sales team of 40, with \$1 million / year quota each.

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1985 - 2002: Became a close friend of Len Wallach, the genius behind San Francisco's Bay to Breakers and the Director of the 1984 Los Angeles Olympic Marathons. Produced over 70 running races all over the San Francisco Bay Area. Computer scored over 200 of them in San Francisco, Los Angeles, Lake Tahoe and Hawaii. Several on live TV with no room for failure.

While still in U.C. Berkeley for my last year of my math degree, got the contract to computer score San Francisco Marathon of 1985. It was the 4th biggest marathon in the USA at the time. Wrote the software for it from scratch in PASCAL.

Collaborated closely with Anne Cribbs, the CEO of Bay Area Sports Organizing Committee (BASOC). In 1994 closed San Francisco's Fisherman's Wharf for World Cup Soccer 5K and 10K, as well as the U.S. Naval bases in both Moffett Field and Alameda for races called Run the Runway. BASOC tried to bring the 2012 Summer Olympics to San Francisco. They got San Francisco on the short list of 2 cities with an initial list of 12, but New York won thanks to then Senator Hilary Clinton's efforts.

Education: Bachelors in Mathematics from U.C. Berkeley.

Webmaster class from Loyola Marymount University in Los Angeles.

Skill Set: SQL, Unix, Linux, VMS, PL/SQL, Imperva, FORTRAN, PASCAL, Oracle.