

Tony Hasler BA

ORACLE

Certified Professional

Oracle 11g Administrator

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Profile

A highly experienced **SQL tuning and performance consultant**, published author and nationally (UK) recognized speaker on Oracle technology. An impeccable track record gained in IT within a range of business sectors of delivering technical solutions in pressurised, mission critical situations. The most difficult and intractable issues are relished; resolved through being considered as merely a solution that hasn't been found yet; and an opportunity to exercise problem solving skills founded in an extraordinary affinity with technology – augmented by tenacity, focus and an exceptionally short learning curve: an expert at becoming expert.

A sound business acumen is complemented by a rare blend of being both highly technical and able to easily bridge the communication gap with the non-technical; offering proven leadership ability and the diplomatic interpersonal skills that allow technical solutions of all sizes to be smoothly implemented and enable business goals to be met.

Skills and Knowledge

- Author of **Expert Oracle SQL** (Apress 2014), Tony is an authority on the subject.
- Expert level knowledge of Oracle object statistics and techniques for **stabilising CBO behaviour**.
- Experienced in the development and delivery of training courses.
- Oracle 9i, 10g & 11g certified.
- Impressive depth and breadth of IT experience that gives a valuable technical advantage.
- Highly adaptable, experienced working across business and national cultures. Worked in UK, US, The Netherlands and six years in Austria.
- Wide sector experience: telecommunications, operating system development, banking, treasury, financial trading and defence.
- Expert SQL, PL/SQL, C amongst many other programming and scripting languages detailed at the end.

Selected Key Achievements

- Developed an innovative approach to Oracle statistics management (dubbed **TSTATS** for “Tony’s Statistics” by client) that eliminates the need to gather object statistics on production systems and eliminates almost all causes of execution plan instability. This innovation has enabled and accelerated a number of Oracle database initiatives saving several years of development and millions of pounds/dollars/francs in development and support costs. The approach is now an established standard for the client.
- Developed and delivered a week long training course based on the book as well as a number of training talks for a major investment bank. Some of these talks have been recorded for those in remote countries and those who prefer self-paced training.
- After developing a comprehensive tool for the checking of RMAN backups, identified a significant gap in Oracle’s documentation. A paper on this subject was Tony’s first and delivered at the 2007 UKOUG national conference and published in two parts in Oracle Scene.
- Developed and deployed scripts for the deployment of security auditing across a bank’s estate of over 200 databases as well as developed scripts and processes to produce User Entitlements Reports (all privileges and roles by all users across the estate) to ensure compliance with bank security policies and regulatory requirements.
- Upgraded the Oracle database build standards for a major bank to incorporate 10g new features and successfully syndicated them throughout the support, project, and development areas of the bank. Substantial improvements in productivity have been seen as a result as well as risk reductions due to simplified deployment and backout plans.

Pertinent Career History

October '08 – September '10, April '11 – Date Oracle performance consultant Credit Suisse

A key (latterly only) member of a database consultancy team, acted as liaison between DBA and development teams to ensure developers' business objectives were achieved in a timely fashion without compromising supportability.

- Developed a statistics management approach that originally allowed a 30 developer major middle-office system to deliver a constant stream of new functionality and a doubling of database size without the need to gather object statistics. This approach, fully documented in the book, eliminated problems with execution plan “flipping” that had earlier resulted in approximately twice quarterly SLA breaches. The approach is now well established as a bank standard at Credit Suisse.
- Identified a problem with storage provisioning that had resulted in a previously unknown compromise of DR availability. This issue affected multiple systems for several months, was not identified as part of DR testing, was a regulatory violation, and exposed the bank to a potential billion-pound loss.
- Pioneered the use of the MODEL clause of SQL within the bank's Prime Risk department, allowing the power of large database hardware to be leveraged for the performance of complex spreadsheet-like calculations.

October '10 – March '11 Technical Management Consultant Wall Street Systems

As part of the outsourcing of the treasury system for Britain's best known petroleum company, advised the supplier (also the software vendor) on the development of standard operational procedures.

- One of a handful of key leaders responsible for the delivery of this multi-million-pound outsourcing contract.
- Ensured alignment of standard operating procedures with contractual terms and compliance commitments of both supplier and supplier's client.
- Coordinated the work of all supplier staff in all aspects of standard operating procedures.
- Developed and documented the Disaster Recovery Process for the system.
- Ported, enhanced, and documented the RMAN based backup, recovery, and test region copy procedures.
- Developed Perl scripts to support SWIFT payment and Reuters' rate feed interfaces.
- Coordinated Operational Acceptance Testing and Operational Readiness Testing on behalf of the supplier.
- Developed and delivered training for the operational staff on aspects (particularly payment interfaces) that were specific to that customer.

July '07 – September '08 Oracle Service Improvement DBA Royal Bank of Scotland

Transferred to the production support team to take on a new dedicated role to provide service improvements.

- Together with a project manager and two senior technical bank staff analysed risks and opportunities for better management of the Oracle estate including detailed evaluation and planning of a 10g Enterprise Manager solution.
- Overhauled database build standards to incorporate 10g new features including 10g RAC as well as features from earlier releases to modernise the estate.
- Overhauled on-call arrangements reducing overnight callouts by two thirds. The focus was primarily around backup failure handling but other areas were included.
- Proposed, designed, and delivered a number of improvements related to recoverability that identified and subsequently mitigated substantial areas of risk relating to backup and recovery.
- Deployed a number of automation solutions that promises to improve productivity by approximately one third and reduce the number of incidents raised by approximately one third by “self fixing” monitoring.

December '06 – June '07 Oracle Development DBA/Designer Royal Bank of Scotland

Hired to provide high performing physical database designs for several projects across many sectors of the bank, including group mortgages, FSA regulatory reporting, anti-money laundering and global HR strategic consolidation. In addition, made efficiency saving proposals that are already saving the bank £100,000 per annum and will reduce team overhead by a further estimated £300,000 per annum in the year ahead.

- Delivered changes to group mortgage database build process for mortgage system that is saving c.£100,000 per annum.
- Provided a 2000-fold performance improvement to a SQL query to prevent a bank from an imminent regulatory violation.
- Developed a secure HTML DB/APEX based application for consolidation of team member workloads, database schema and password details, and host configuration information saving c £100,000 per annum.
- Delivered changes to physical database design standards and helped educate the rest of team in **10g RAC** and other new technologies from Oracle.

Jul '05 – May '06/ August '06 – December '06 Oracle Production DBA HP / BT

Between July 2005 and May 2006 was hired to provide production support for BT's 2000+ Oracle databases and application servers. The role involved installation of production binaries and databases, analysis of performance problems, as well as recovery from crash, hang, and data corruption problems. The role involved 24x7 shift rotas. Between August 2006 and December 2006 the role of improving automated processes was formalised and I worked on this full time but as part of the same team.

- Setup technical infrastructure and negotiated roles for various groups supporting new Oracle Application Server 10g and Oracle Database 10g system. Installed and configured both Application Server and 10g database software. The 2000+ databases included **9i and 10g Dataguard** (physical standby) and an early adoption of **10g RAC with ASM and Enterprise Manager**.
- Developed monitoring software (shell-PL/SQL-SQL) for alerting alert log errors and validating recoverability from backups for deployment on over 2,000 databases.
- Resolved numerous production performance problems saving several hundred thousand pounds of lost revenue
- On-call duties for over 150 database instances including RAC, dataguard, EMC BCV/SNAP configurations
- Designed and developed PL/SQL and JavaScript code for web interface to guided actions documents critical to implementation of new first-line support organisation.
- Wrote a highly acclaimed tool in a novel language that eliminated a monthly 15 hour task by automating password updates on over 200 Oracle 9i/10g hosts.
- Rewrote recoverability checking software that detected backup process problems on over a dozen mission critical databases. This work was used as the basis for the Oracle Scene article mentioned above.

June '06 – August '06 Oracle Production DBA Royal Bank of Scotland

Production DBA role to provide support for the banks 250 production databases. Much of the time was spent in developing a password and inventory management system using HTMLDB/APEX to satisfy internal auditing/security requirements.

- Identified an obscure Oracle bug that surfaced as part of the group mortgage overnight batch. Rewrote the associated SQL to avoid the problem and had the resultant code adopted by the third party software supplier.
- Resolved numerous configuration issues on a windows based Oracle databases that had caused the production service to be unavailable for over two years.

Dec '04 – Jan '05 Lead IT / Oracle Consultant John Menzies Distribution

This was a short term contract to bring instant expertise to John Menzies following the rapid departure of 2 key staff members.

- Retrospectively wrote 150-page Functional Specification of a MIS system (PRO*C and SQL*Loader) that enabled it to be ported to PL/SQL, saving c.£10k p.a. in maintenance costs.
- Designed new mission critical PRO*C scheduler for performance analysis that is now in production and working perfectly as designed.

Nov '02 – Dec '04 Senior Oracle Consultant Raifaissen Bank, Vienna

This was a high level technical consultancy role created to “seed” a newly formed support organisation for the “Wall Street Systems” application. Brought extensive past experience of both Wall Street and Oracle 9i. This was the first, and to date is still the fastest, deployment of this package on an Oracle based platform.

- As technical authority, ensured “Wall Street Systems” trading package was optimally implemented on a Solaris / Oracle platform – a world first.
- Configured, optimised and debugged interfaces to proprietary systems. Troubleshooting. Programming in C, PRO*C, SQL, PL/SQL. Scripting in KSH, BASH and PERL.

Jun'98 – Aug'02 Oracle Consultant Bank Austria, Vienna

The hiring of a British consultant that commuted to the UK at bank expense each week was justified on the basis of being the only available qualified consultant in Europe with the high level understanding of fundamental operating system design principles required along with operational experience of the “Wall Street Systems” application and various other technologies, including Oracle database software.

- Managed many IT issues (including Oracle 8i) arising from aggressive business acquisition strategy, ensuring IT solutions were leading edge and supported corporate vision.

Sep '94 – Jun '98 IT Consultant (Treasury Systems) Royal Bank of Scotland

Originally hired to provide basic VMS/OpenVMS system administration this quickly developed into a long term consultancy role to improve the performance and reliability of one of the banks most crucial systems.

- Realised the potential for a bank to generate £10m per week in Foreign Exchange dealings using a new application that required major hardware and software upgrades through sheer tenacity and excellent planning against very tight timescales and limited testing resources.

Apr '94 – Jun '94 IT Consultant Ministry of Defence, Rosyth

- Gained security clearance and worked on defence systems.

Jun'88 – Dec'93 Technical Development Manager Digital Equipment Corp.

- Technical Project Manager and programmer for OpenVMS operating system development.

1978 – 1988 IT consultant Various

- Continuous employment with various companies in the UK, Netherlands and USA, including AT&T Bell Laboratories and Bell Communications Research.
- Developed a privileged software product to overcome network latency problems developing a fault tolerant switch for Bell Communications. The quality was such that it is still deployed, running flawlessly, to this very day.

Education & Professional Qualifications

2008	Oracle 11g DBA OCP Certification
2005	Oracle 10g & 9i DBA OCP Certification, Oracle 9i Developer Certification
1995	Microsoft MCSD, MCSE (lapsed)
1978	BA Computer Studies, Lancaster University

Personal

Nationality	: British	Health	: Excellent
Interests	: Bridge, running, golf	Marital status	: Married. 2 children
		Date of Birth	: 13 th August 1957

Publications and Presentations (subset)

Expert Oracle SQL	Apress 2014
Checking your ability to recover using RMAN backups.....	Oracle Scene autumn and winter 2007. Presentation at UKOUG national conference 2007. DBMS SIG spring 2008.
Why I like ANSI outer join syntax.....	Oracle Scene spring 2008
11g partitioning new features.....	Northern Server Technology Conference 2008. Oracle Scene autumn and winter 2008.
Auditing Recoverability.....	UNIX SIG September 16 th 2008
Advanced SQL for PL/SQL programmers.....	UKOUG national conference 2008, Scottish conference 2009.
Index Clustering Factor Deep Dive.....	UKOUG national conference 2009 Scottish conference 2010.

Patents and Committees

- Filed a patent for optimisation in logging protocols for the two-phase-commit of distributed transactions
- Represented the British Standards Institute (BSI) at the International Standards Organisation (ISO) and represented Digital Equipment Corporation (DEC) at the European Computer Manufacturers Association (ECMA). All this work related to international standardisation of transaction processing protocols for distributed transactions.

Experience Summary Table

General

Development (primarily system software).....	15 years
Support /development/Consultancy.....	23 years
Project management and team management.....	5 years

Development

PRO*C and PL /SQL.....	5 years
C and C++.....	20 years
VMS/OpenVMS.....	20 years
VB .NET/Excel macros etc.	Some exposure
Perl / KSH / TCL scripting.....	5 years
JavaScript /HTML /XHTML /DOM /HTML DB (Apex).....	3 years

Administration and Support

Oracle Database Administration.....	5 years
Oracle performance consultancy.....	8 years
Oracle Dataguard.....	5 years
RMAN backup and recovery.....	2 years
MQ Series.....	6 years
EMC and Hitachi Storage arrays.....	3 years
OpenVMS troubleshooter/consultant.....	6 years