Udayaseetharam Varagani (Uday)

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SUMMARY

Senior Database Engineer with 15+ years of experience specialising in MySQL, MariaDB, and PostgreSQL database engineering, administration, performance optimisation, and production reliability. Recognised as a MySQL/MariaDB SME with extensive experience supporting large-scale enterprise database environments, including high availability, replication, disaster recovery, and critical incident management. Strong expertise in troubleshooting complex database issues, query optimisation, performance tuning, and operational excellence across on-premises and cloud platforms. Experienced in DBRE practices, automation, monitoring, and working with global engineering teams to deliver resilient and scalable database solutions. Currently expanding PostgreSQL expertise with hands-on experience in administration, troubleshooting, and WAL-based streaming replication.

EDUCATION

Jawaharlal Nehru Technological University, Kakinada
Bachelor's Degree – Information Technology & Computer Science *2005 – 2009*

EXPERIENCE

Senior Database Engineer (MySQL/MariaDB/PostgreSQL) Nov 2021 – Present
ServiceNow UK Ltd

- Administer and support mission-critical MySQL, MariaDB, and PostgreSQL database platforms across on-premises and cloud environments (AWS/Azure), supporting enterprise-scale workloads ranging from 1TB–30TB database environments.
- Act as MySQL/MariaDB SME, providing advanced troubleshooting, technical guidance, performance optimisation, and production support for complex database issues.
- Support hundreds of production database environments, ensuring high availability, scalability, reliability, and operational excellence.
- Lead P1/P0 production incident resolution through advanced troubleshooting, root cause analysis (RCA), problem management, and implementation of preventive solutions.
- Perform database performance tuning through query optimisation, execution plan analysis, indexing strategies, configuration tuning, replication optimisation, and capacity planning.
- Manage database upgrades, migrations, replication, backup/recovery activities, and maintenance changes with minimal or zero downtime.
- Support PostgreSQL administration activities including troubleshooting, performance analysis, and WAL-based streaming replication.
- Implement proactive monitoring and observability using Grafana, Splunk, and infrastructure monitoring platforms to improve reliability and early issue detection.
- Collaborate with engineering, cloud, DevOps, and application teams to deliver secure, resilient, and highly available database solutions.
- Key Achievements
- Improved database reliability and operational stability through automation, monitoring enhancements, performance optimisation, and proactive issue resolution.
- Successfully resolved critical production incidents by applying deep database troubleshooting skills, RCA practices, and sustainable corrective actions.

Senior Database Engineer (MySQL/MariaDB) May 2020 – Nov 2021
ServiceNow Software Development India Pvt Ltd

- Supported large-scale MySQL/MariaDB production environments with focus on availability, performance, reliability, and operational excellence.

- Performed database administration activities including troubleshooting, replication management, upgrades, migrations, backup/recovery, and health checks.
- Optimised database performance through SQL tuning, query analysis, indexing improvements, and configuration optimisation.
- Worked closely with application, infrastructure, and engineering teams to resolve production incidents and improve database stability.
- Supported automation initiatives using scripting and operational tooling to improve database management efficiency.

Senior Support Engineer (Percona Server/MySQL) Dec 2017 – May 2020

Percona LLC

- Provided advanced technical support for Percona Server, MySQL, and Percona Toolkit to global enterprise customers across EMEA, APAC, and AMER regions.
- Troubleshot complex database issues involving performance degradation, replication failures, locking issues, backup/recovery challenges, and database crashes.
- Performed deep-dive database analysis using Percona Toolkit including pt-query-digest, pt-online-schema-change, and pt-table-checksum.
- Assisted customers with database optimisation, architecture reviews, upgrades, migrations, and MySQL best-practice recommendations.
- Worked with enterprise customers to resolve critical database issues and improve production reliability.

Senior Database Administrator May 2012 – Dec 2017

IPsoft Global Services Pvt Ltd, India

- Managed MySQL database environments supporting enterprise applications with focus on availability, performance, monitoring, backup/recovery, and incident management.
- Performed database installation, configuration, upgrades, replication setup, troubleshooting, and production support activities.
- Conducted RCA for database incidents and implemented improvements to enhance reliability and operational efficiency.

Performance Test Engineer May 2009 – Nov 2011

Zeta Interactive Systems India Pvt Ltd

- Performed application performance testing, workload analysis, and benchmarking for enterprise applications.
- Identified performance bottlenecks and collaborated with development teams to recommend optimisation improvements.

TECHNICAL SKILLS

Database Technologies: MySQL, MariaDB, Percona Server, PostgreSQL, SQL, Database Administration (DBA), Database Reliability Engineering (DBRE)

High Availability & Reliability: MySQL Replication, Percona XtraDB Cluster (PXC), PostgreSQL WAL-based Streaming Replication, High Availability (HA), Disaster Recovery (DR), Backup & Recovery, Load Balancing

Performance Engineering: Query Optimisation, Execution Plan Analysis, Indexing Strategies, Performance Tuning, Capacity Planning, Database Health Checks, Troubleshooting

Cloud & Infrastructure: AWS (RDS, EC2, Aurora, S3), Microsoft Azure, Linux, Bash/Shell Scripting, Ansible

Tools & Practices: Percona Toolkit (pt-query-digest, pt-online-schema-change, pt-table-checksum), Grafana, Splunk, Git, Monitoring & Observability, Incident Management, RCA, P1/P0 Production Support, Change Management, CI/CD, Agile/Scrum