

# ABISHEKKUMAR KRISHNAKUMAR

SAP BASIS ADMINISTRATOR

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## Professional Summary

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Experienced SAP BASIS Administrator with expertise in user management, role creation, and automation using bash shell scripts. Proven leadership as a shift lead, recognized for outstanding teamwork. Skilled in SAP C4C/BYD project with proficiency in SAP GUI, HANA DB, and various tools, demonstrating strong problem-solving abilities and a commitment to continuous learning.

## Professional Experience

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Application Development Analyst (SAP BASIS ADMIN)  
Accenture solutions private limited.

Oct 2021 - Present  
Bengaluru, India.

### Responsibilities:

- Monitored and analyzed work process status, identifying, and terminating long-running work processes to optimize system performance.
- Conducted regular system health checks and performance monitoring to identify and address potential issues proactively including monitoring SAP transactions (SM04, SM50, SM21, SM37, SM12, ST02, ST22, ST05, SM66, SRT\_MONI, AL08, SM51, SU01, SE16, SE38, SE37, RZ11, RZ12, SMLG), troubleshooting, and providing support.
- Executed DB and CS/CI servers' takeovers, ensuring continuous system availability and reliability.
- Configured TMS, Work Process, and imported support packages during post-installation, ensuring seamless system setup and updates.
- Managed user activities monitored active users, and tuned server performance to optimize resource allocation and enhance system efficiency.
- Implemented system restarts and reboots via SAP GUI and OS level as needed for maintenance and upgrades.
- Collaborated with cross-functional teams to support system integration and deployment projects.

### Activities:

- Conducted HANA Database restore and recovery from backups as part of system refresh activities.
- Managed OS patching, kernel upgrades, and PSE certificate renewals for Web dispatchers, ADS Load balancers, and Mashup servers to maintain system security and performance.
- Conducted FSI reloads, Muser certificate renewals, and system license renewals to ensure compliance and continuity of operations.

### Automations:

- Automated WL (Workload Control) deployment in the database server using Bash scripting, optimizing resource usage, and improving efficiency.
- Developed Bash scripts for automated weekly M Shadow application restarts, streamlining maintenance processes.
- Developed Bash shell scripts to automate the starting of application servers and successfully evaluated them in the testing environment to reduce downtime, workload, and minimize interruptions during system maintenance, particularly helpful when server reboots occur.
- Developed and executed Bash scripts for automation of system restarts, reducing manual intervention and improving efficiency.

## Project

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**Client:** SAP

**Title:** BYD/C4C Operations.

**Systems:** 500+

**Type of the project:** Maintenance and Support

**Role:** Team member (Shift Lead)

**Team Strength:** 40+

**Duration:** Oct 2021 to till date.

**SAP BASIS ADMINISTRATOR (PRESENT): -**

| Technical Skills                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Tools                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"><li>• SAP System Installation, Configuration, and Maintenance</li><li>• SAP System Upgrades, Patch Management, and Enhancement</li><li>• SAP Security Administration and Compliance</li><li>• SAP Transport Management System (TMS)</li><li>• SAP Performance Tuning and Optimization</li><li>• SAP System Monitoring and Troubleshooting</li><li>• SAP HANA Database Administration</li><li>• Bash Shell Scripting for Automation</li><li>• SSL/TLS Certificate Management</li><li>• Web Dispatcher Configuration and Maintenance</li><li>• ADS Load Balancer Configuration and Maintenance</li><li>• Mashup Server Configuration and Maintenance</li></ul> | <ul style="list-style-type: none"><li>• SAP GUI</li><li>• PuTTY</li><li>• SAP HANA Studio</li><li>• Service Provider Cockpit</li><li>• Global Management Portal</li><li>• WILY (Introscope)</li><li>• Grafana</li><li>• Kibana</li><li>• BYD Dashboard</li><li>• Catchpoint</li><li>• ServiceNow (SNOW)</li><li>• Pingdom</li><li>• M- Shadow</li><li>• Landscape Management Tool (LAMA)</li><li>• Uptime</li><li>• Cisco Logs</li><li>• ESA Logs</li><li>• Cloud Access Manager (CAM)</li><li>• Cloud Reporting Tool</li></ul> |

## Achievements:

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- Currently leading shifts as a Shift Lead, ensuring daily operations run seamless.
- Multiple awards received for outstanding teamwork and team appreciation for delivering high-quality work.

## Education:

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| • MBA [BUSINESS ANALYTICS] - SRM University, Chennai, India,                          | Jan 2023 - Present  |
| • Bachelor of Engineering - Anna University (Kongu Engineering College) Erode, India, | Aug 2017 - May 2021 |
| • HSC - Board of Public Examinations Perambalur, India,                               | Jun 2016 - Mar 2017 |
| • HSC - Board of Public Examinations Perambalur, India,                               | Jun 2014 - Mar 2015 |