Jared Orlando

Senior NetWeaver Basis Consultant/ALM Consultant Jacksonville, FL

[jared.orlando@gmail.com](mailto:jared.orlando@gmail.com)

404-697-2140

Technical Profile:

Senior NetWeaver Systems Consultant with over 19 years of SAP project experience, specializing in SAP Basis, SAP HANA, SAP ERP, SAP Upgrades, Solution Manager, Business Warehouse, SAP SCM and SAP Enterprise Portal. Broad experience working with Windows 2012 Server, SUN Solaris, HP-UX, Linux, Linux on ZOS and AIX UNIX operating system environments, running on databases including Oracle, MS SQL Server 2014, DB2, and HanaDB.

Certfications:

* NetWeaver System Administration 7.31/Oracle DB Certified – March 2016 (ACCFS)
* SAP Certified Technology Professional - Solution Manager 7.1 SP8
* CompTia Security+ Certified – April 2016 - COMP001020992164

Training:

SAP Advanced Java Administration (Part I and II)

SAP Business Information Warehouse Management

SAP Performance Management

Oracle 11g DBA

SAP R/3 Performance and Tuning Workshop

SAP R/3 Advanced Administration

SAP Database Administration for Oracle

SAP Solution Manager 7.1

Employment History:

**Company:** SAPNS2/DLA (Defense Logistics Agency)

**Job Title:** Senior SAP Basis Consultant

**Duration:** February 2016 – Present

**Company:** CoreALM/USDA

**Job Title:** Senior SAP Basis Consultant/Solution Manager Administrator/ALM

**Duration:** August 2015 – January 2016

**Company:** EY/Johnson Controls Inc.

**Job Title:** Senior SAP Basis Consultant/Solution Manager Administrator/ALM

**Duration:** March 2014 – July 2015

**Company:** HP/Bristol-Myers Squibb

**Job Title:** Senior SAP Basis Consultant

**Duration:** Sept 2013 – January 2014

**Company:** Forest Pharmaceuticals /GlobalSourceIT

**Job Title:** Senior SAP Basis Consultant/Solution Manager Administrator/ALM

**Duration:** April 2013 – July 2013

**Company:** Best Buy/TJD Solutions

**Job Title:** Senior SAP Basis Consultant

**Duration:** July 2012 – March 2013

**Company:** Herdt Consulting Inc./US NAVY

**Job Title:** Senior SAP Basis Consultant

**Duration:** August 2010 – June 2012

**Company:** SAP America Inc.

**Job Title:** Senior SAP Basis Consultant

**Duration:** June 1998 – August 2010

Project Experience:

**Company:** SAPNS2

**Project:** DLA - Defense Logistics Agency– Washington DC

**Project Description/Scope:** FBS Upgrade Project

**Role:** Senior Basis Consultant

**Duration:** February 2016 – Present

**Responsibilities/Deliverables:**

FBS (Focus Business Solution) Upgrade

STIG compliance for all DLA SAP servers

**Achievements:**

* Provided senior leadership in planning and implementation of FBS upgrade project and provided basis support to other DLA releases.
* Acted as SAP support liaison between Accenture and SAP Support
* Completed manual and automated STIGs (Security Implementation Guides) for all DLA SAP servers, KNOA servers, and HANA XS engine.
* Applied support packages and add-ons to multiple SAP systems for general maintenance releases using SAP SUM tool
* Created implementation and configuration cookbooks for all technical procedures.
* DOD security clearance and CAC card were required for this project
* Provided general NetWeaver administration, transports, system copies, performance tuning, job scheduling, kernel patches, database administration, support packages and general troubleshooting of ERP, SRM, Java Servers, Solution Manager and BW issues.

**Company:** CoreALM

**Project:** USDA – Washington DC

**Project Description/Scope:** Accelerated ALM Reimplementation

**Role:** Senior SAP Basis Consultant/Solution Manager Administrator

**Duration:** August 2015 – Present

**Responsibilities/Deliverables:**

Develop an overall ALM Strategy for USDA

Reconfigure and Update Solution Manager System landscape to support USDA project.

Provide support for all basis related issues related to solution manager

**Achievements:**

* Configured Global template SAP template projects for project documentation and guided the customer on how to architect business processes in the Solution Manager project.
* As a part of ALM implementation team developed, implemented and supported accelerated ALM implementation for USDA
* Developed overall ALM strategy and project plan for ALM/Solution Manager
* Upgraded development and production Solution Manager Systems using SUM tool to upgrade USDA solution manager 7.1 system to Support Package Stack 13.
* Setup Development, QA, and Production Solution Manager systems with multiple managed satellite landscapes including ECC, SCM, BW, CRM, GRC, MDG, SRM, and PI.
* Installed and configured SAP diagnostic agents and Wily Introscope Enterprise Manager 9.5 as well as configured Wily Introscope agents.
* Implemented all areas of SAP Application Operations for the customer including SAP technical monitoring, configuration of technical dashboards, configuration of Data Volume Management, implementation of custom Guided Procedures and configuration of Root Cause Analysis to ensure E2E evaluation of technical issues.
* Configured CCLM analysis for production business unit systems for analysis of all custom SAP code contained in them.
* Created custom monitoring templates for technical monitoring tuning thresholds for alerts for development, QA and production servers
* Setup BPCA for development, QA and production servers
* Supported basis operations team with any issues surrounding ALM implementation including basis troubleshooting, diagnostic agent troubleshooting, SAP notes application, ABAP and Java patching using SAP SUM tool, and general SAP release support.

**Company:** Johnson Controls Inc.

**Project:** Project UNITY

**Project Description/Scope:** Project Unity/ERP Transformation

**Role:** Senior SAP Basis Consultant/Solution Manager Administrator

**Duration:** March 2014 – July 2015

**Responsibilities/Deliverables:**

Develop an overall ALM Strategy for Project UNITY

Setup Solution Manager System landscape to support Project UNITY with ARIS integration and HP ALM test management

**Achievements:**

* Developed overall ALM strategy and project plan for ALM/Solution Manager and Third party tools
* As tools team member for Project UNITY was responsible for tools selection for all SAP Solution Manager configuration and SAP bolt-on functionality which included scheduling workshops, executing the workshop, and providing technical support and guidance around how the tool works or will function once implemented.
* Setup Development, QA, and Production Solution Manager systems with multiple managed satellite landscapes including SAP HANA, ECC, SCM, BW, Fiori, GRC, MDG, SRM, PI, and MII.
* Installed and configured SAP diagnostic agents and Wily Introscope Enterprise Manager 9.5 as well as configured Wily Introscope agents.
* Implemented all areas of SAP Application Operations for the customer including SAP technical monitoring, configuration of technical dashboards, configuration of Data Volume Management, implementation of custom Guided Procedures and configuration of Root Cause Analysis to ensure E2E evaluation of technical issues.
* Developed project documentation types (Requirements, Tech Spec, Functional Spec, etc..) and assisted in developing document management procedures using Solution Manager
* Implemented governance processes around ARIS Business Process Modeling to Solution Manager synchronization to HP ALM
* Configured CCLM analysis for production business unit systems for analysis of all custom SAP code contained in them.
* Configured connectivity for solution manager 7.1 SP12 projects to HP ALM 12.0 on a SaaS model
* Developed training materials for Solution Manager functionality using uPerform 5.00 training software
* Implemented and supported QGM project landscape environment for multiple sap landscapes
* Setup technical monitoring and EWA reports as well as created custom templates for tuning thresholds for alerts for development, QA and production servers
* Setup BPCA for development, QA and production servers
* Supported basis operations team with any issues surrounding ALM implementation including basis troubleshooting, diagnostic agent troubleshooting, SAP notes application, ABAP and Java patching using SAP SUM tool, and general SAP release support.

**Company:** Bristol Myers Squibb

**Project:** BMS Project

**Project Description/Scope:** PTP 2013 – BMS Project

**Role:** Senior Basis Consultant

**Duration:** June 2013 – January 2014

**Responsibilities/Deliverables:**

Production Support for BMS Project

PTP2013-BMS Project Work

SRM Java Upgrade 7.0 to 7.0 EHP2

Oracle Upgrades from 10.2.0.4 to 11.2.0.3 on Red Hat Linux 5.8

**Achievements:**

* Provided basis support for BMS SAP System environment on a 24/7 basis utilizing solution manager service desk ticket system
* Migrated development and QA Java servers to new Linux hardware
* Upgraded Oracle databases from 10.2.0.4 to 11.2.0.3 for development, test, and production servers for SRM 7.0
* Upgraded Test and Production SRM Java system from SRM 7.0 to SRM 7.0 EHP2 using the SUM upgrade tool
* Created migration and configuration cookbooks for all technical procedures.
* Configured Adobe document services on multiple ABAP systems
* Installed and configured diagnostic agents for SRM java systems with solution manager 7.1
* Provided general NetWeaver administration, transports, system copies, performance tuning, job scheduling, kernel patches, database administration, support packages and general troubleshooting of ERP, SRM, Java Server, Charm, Solution Manager and BW issues.

**Company:** GlobalSourceIT

**Project:** Forest Pharmaceuticals

**Project Description/Scope:** Solution Manager Configuration

**Role:** Senior NetWeaver Basis Consultant

**Duration:** April 2013 – June 2013

**Responsibilities/Deliverables:**

Configure Solution Manager 7.1 SP08 system on RH Linux Version 6/Oracle 11.2.0.2

**Achievements:**

* Setup new solution manager development and production instances via solman\_setup and solman\_workcenter
* Setup system monitoring for 64 instances of their production and development environment
* Created and configured LMDB for solution manager for development and production solution manager instances
* Migrated all solution manager content for development and production landscapes from old solution manager instance to the new SLD.
* Updated all SLD CIM models and CR content to newest levels
* Applied SAP Notes for solution manager instances
* Installed Wiley Interscope 9.0 Enterprise Manager and agents on Solution Manager development and production systems.
* Installed new 7.30 NetWeaver diagnostic agents for all systems in their production environment
* Created installation and configuration cookbooks for all technical procedures.
* Provided general NetWeaver administration, transports, system copies, performance tuning, job scheduling, kernel patches, support packages and general troubleshooting of ERP, Solution Manager and BW issues.

**Company:** TJD Solutions

**Project:** Best Buy Inc. – Minneapolis, MN - Retail

**Project Description/Scope:** Project Scorpion – SAP Systems optimization/upgrade project

**Role:** Senior NetWeaver Basis Consultant/Project Scorpion Basis Lead

**Duration:** August 2012 – February 2013

**Responsibilities/Deliverables:**

Planned and executed upgrades for Solution Manager 7.0 to 7.1SP5/ MSSQL Server 2008/Windows Server 2008

Installed sandbox SCM system 7.01 EHP1/MSSQL Server 2008/Windows Server 2008

Managed project landscape for Scorpion project – (SAP ERP 6.0 EHP4, BI 7.0 EP1, Solution Manager 7.1, SCM systems 7.0 EHP1).

**Achievements:**

* Upgraded DEV, QA, and PRD Solution Manager systems from 7.0 to 7.1 SP5/MSSQL Server 2008/Windows Server 2008
* Installed Sandbox SCM system 7.01/MSSQL 2008/Windows Server 2008 with LiveCache MaxDB 7.7
* Configured Livecache Integration with SCM via LCA, LDA, LEA connections
* Administered Livecache using DBMCLI, Database Manager Studio, SQL Studio
* Tuned Livecache Memory Management Areas
* Designed and implemented a consistent backup/restore strategy for Livecache, SCM & ECC landscapes.
* Provided project support on the building of the N+1 landscape for ERP and creation of overall technical project plan.
* Created technical cookbooks on the upgrade process for Solution Manager and installations of SCM 7.0EHP1.
* Performed Solution Manager 7.1 configuration for EarlyWatch reports, system configuration, configuration of transaction SDCCN, setup of maintenance optimizer, and setup of automatic maintenance certificates.
* Supported functional project team for all basis related issues for Project Scorpion.
* Managed basis team of three consultants for 24/7 support
* Created training materials for project scorpion around project setup, onboarding, transport management, change management, and project documentation.
* Provided general NetWeaver administration, transports, system copies, performance tuning, job scheduling, kernel patches, support packages and general troubleshooting of ERP, Solution Manager, BI, and SCM issues.
* Worked in a Sarbanes-Oxley complaint environment

**Company:** Herdt Consulting Inc.

**Project:** United States Navy ERP Project - Annapolis, MD - Military/Public Sector

**Project Description/Scope:**

Upgrade project ECC 5.0/Oracle 10.2.0.4/SUNOS 5.10 to SAP ERP 6.0/EHP5 Oracle11.2.0.2/SunOS 5.10

Production Support and Monitoring for ECC, BW, SCM, and Portals landscapes

**Role:** Senior NetWeaver Basis Consultant

**Duration:** July 2010 – July 2012

**Responsibilities/Deliverables:**

Planned and executed upgrade for all ERP systems.

Executed the production support monitoring for all production systems for NavyERP

**Achievements:**

* Upgraded ECC sandbox, development, unit test, QA, and production systems from ECC 5.0 Oracle 10.2.0.4/SUNOS 5.10 to SAP ERP 6.0/EHP5 Oracle 11.2.0.2/SunOS 5.10
* Provided expert basis knowledge in upgrade cutover tasks and performed them without issue to the overall upgrade timeline.
* Provided upgrade project support on the building of the N+1 landscape for ERP and creation of overall technical upgrade project plan.
* Supported Solution Manager 7.0 EHP1 Landscape including support package stack application, kernel patches, and SLD support.
* Provided production support and Monitoring for ECC, BI 7.0, SCM 7.0 EHP2, and Enterprise Portals 7.0 landscapes.
* Created technical cookbooks on the upgrade process for ERP and cutover plan.
* Provided support identifying defects with functional teams during upgrade testing phases.
* Tested multiple runs of the upgrade process and evaluated different performance aspects to decrease downtime for the customer.
* Provided 24/7 support for general NetWeaver administration, transports, system copies, performance tuning, job scheduling, database maintenance, kernel patches, CHARM transport issues, support packages and general troubleshooting of ERP, Solution Manager and Enterprise Portal issues.
* Security clearance and CAC card were required for this project.

**Company:** SAP America Inc.

**Project:** Altria Inc. - Richmond, VA - Manufacturing

**Project Description/Scope:**

Upgrade project R/3 45B/Oracle 9.2.0.8/AIX 5.2 to SAP ERP 6.04/Oracle/AIX 5.3,

Upgrade project BW 3.1/Oracle 9.2.0.8/AIX 5.2 to BW 3.1/Oracle 10.2.0.4/AIX 5.3,

Install of multiple BI-Java NetWeaver 7.01 systems

Configuration of Solution Manager 7.0 systems

**Role:** Senior NetWeaver Basis Consultant

**Duration:** February 2009 - June 2010

**Responsibilities/Deliverables:**

Planned and Executed Upgrade for ERP

Planned and Executed Upgrade for BW

Configured Solution Manager to support upgrade project

**Achievements:**

* Provided upgrade project support on the building of the N+1 landscape for ERP, technical guidance on sizing of current systems to support the upgrade, and creation of overall technical upgrade project plan.
* Created multiple technical cookbooks on the upgrade process for ERP and Business Warehouse upgrades and installation of BI-Java systems.
* Upgraded Oracle database software from 9.2.0.8 to 10.2.0.4 for all ERP and BW systems.
* Upgraded R/3 45B ERP system to ECC 6.04/SAP ERP 6.0 system which included bundling of the enhancement package 4 into the upgrade for the sandbox, development, quality assurance, and production systems.
* Assisted security team with creation and maintenance of sap authorization roles.
* Upgraded BW 3.1 system to a BW 7.01 system which included bundling of the enhancement package 1 for NW 7.0 into the upgrade for the sandbox, development, quality assurance, and production systems.
* Installed and configured a separate BI-Java Installation once system was upgraded to BW 7.01 for sandbox, development, QA and productions systems.
* Performed Solution Manager 7.0 configuration for Earlywatch reports, system configuration, configuration of transaction SDCCN, setup of maintenance optimizer, and setup of automatic maintenance certificates.
* Provided general NetWeaver administration, transports, system copies, performance tuning, job scheduling, kernel patches, support packages and general troubleshooting of ERP, Solution Manager and Business Warehouse issues.
* Provided expert basis knowledge in upgrade cutover tasks and performed them without issue to the overall upgrade timeline.

**Company:** SAP America Inc.

**Project:** Cox Newspapers Inc. - Atlanta, GA - Media

**Project Description/Scope:**

Global template rollout of SAP FI/CO, IS-Media, HR, Portal - ESS and MSS, Business Intelligence, BI-Java and Consolidations for large media company.

**Role:** Senior NetWeaver Basis Consultant/Basis Team Lead

**Duration:** June 2006 – January 2009

**Responsibilities/Deliverables:**

Provided Basis administration support for all installed SAP NetWeaver ECC 6.0 landscape/Oracle 10.2.0.2/HP-UX 11.11b, BI 7.00 landscape/Oracle 10.2.0.2/HP-UX 11.11b, Solution Manager 7.0/Oracle 10.2.0.2/HP-UX 11.11b landscape and Enterprise Portal 7.00-2004s/10.2.0.2/HP-UX 11.11b landscape.

**Achievements:**

* Replaced a basis lead to continue execution of a SAP R/3 Upgrade from 4.6C to SAP ERP 6.0 (formally ERP 2005) over a four-month period.
* Implemented and supported N+1 upgrade landscape for the upgrade project to allow smooth transition from production support landscape to project landscape during cutover.
* Executed Oracle upgrade and migration from 9.2.0.6 to 10.2.0.2 as the first part of upgrade project.
* Provided project status updates to the steering committee on a weekly basis.
* Assisted functional teams to fix issues that were identified during integration testing phase during upgrade project.
* Performed performance testing and tuning on IS-Media batch job schedule consisting of over 400 individual jobs, which involved a different nightly schedule and a number of time critical jobs to ensure smooth business operation as a part of upgrade project.
* Managed the basis outsourcing relationship with SAP Hosting during the 2 years of the hosting contract.
* Trained and managed a group of five basis team members into a cohesive unit.
* Supported and managed multiple successful go lives for three different independent business units.
* Provided general basis administration, Oracle database maintenance, transports, database copies, performance tuning, job scheduling, database backups, kernel patches, support packages and general troubleshooting of R/3, BI, BI-Java, Solution Manager and Enterprise Portal issues.
* Assisted security team with creation and maintenance of sap authorization roles.
* Planned and executed archiving solution for Cox Newspapers with 10 archive objects put into production operation.
* Configured and supported multiple add-on interfaces such as KABA, SFTP server, SMTP configuration, BSI tax factory 8.0 and Adobe Document Services.
* Planned and implemented a hosting migration project (HMP) over a four-month period due to SAP Hosting leaving the hosting business.
* HMP included a hardware procurement of HP-UX servers to match the same servers that were at SAP Hosting and performing a homogenous system copy of each system for each of the 20 databases using brcopy scripts and new installations for all servers.
* HMP project involved creating and implementing new cross organizational procedures to manage SAP systems with a new internal datacenter organization which had no SAP experience.

**Company:** SAP America Inc.

**Project:** Internal Revenue Service/IFS Project - Washington D.C. - Public Sector

**Project Description/Scope:** Implement Government Financial System on SAP

**Role:** Senior NetWeaver Basis Consultant

**Duration:** June 2004 – June 2006

**Responsibilities/Deliverables:**

Provided Basis administration support for all installed SAP R/3 4.6C/Oracle 8.1.7 landscape, Business Warehouse 3.0B/Oracle 8.1.7, and Strategic Enterprise Management 3.1B/Oracle 8.1.7.

**Achievements:**

* Supported a large three datacenter SAP environment with development, testing and production instances, all in separate geographical locations.
* Supported SAP implementation, provided 24/7 support for end user community.
* Provided BW and SCM basis support which involved BW system administration, oracle database maintenance, transports, database copies, performance tuning, job scheduling, BEX support, database backups, kernel patches, support packages and general troubleshooting of BW and SCM issues.
* Provided R/3 basis support which involved R/3 system administration, oracle database maintenance, transports, database copies, performance tuning, job scheduling, database backups, kernel patches, support packages and general troubleshooting of R/3 issues.
* Worked in clustered UNIX environment using Veritas Cluster Server and provided UNIX operating system technical support for all SAP systems and related servers.
* Responsible for educating the customer on all basis aspects of ERP, BW, and SEM.

**Company:** SAP America Inc.

**Project:** NAVSEA Navy Project - Norfolk, VA - Military/Public Sector

**Project Description/Scope:**

Implement global SAP implementation on R/3 4.6C

**Role:** Senior NetWeaver Basis Consultant

**Duration:** October 2001 – December 2003

**Responsibilities/Deliverables:**

Provided Basis administration support for all installed SAP R/3 4.6C landscape, 3.0B Business Warehouse systems, and a pilot Enterprise Portal 6.0 system

**Achievements:**

* Guided definition and implementation of enterprise-wide, 7x24 operational support for R/3 systems. Provided UNIX operating system technical support for all SAP and related servers.
* Supported a global SAP implementation, provided 24/7 support for end user community.
* Created and maintained N+1 SAP landscape environment for support packages to be applied during on-going release rollouts on a bi-yearly basis.
* Defined and documented SAP requirements for AIX 4.3 to AIX 5.2 upgrade.
* Developed, planned and implemented Oracle migration procedures for versions 8.1.7 to 9.2.0.4 for all SAP R/3 systems.
* Responsible for performing and educating the customer on various aspects of R/3 such as Transports, Batch, Security, CCMS system monitoring, SAPDBA, backup & recovery, client transport, client copy, installation, upgrade, system administration, archiving and problem solving skills.
* Installed QA and production SAP R/3 4.6C systems
* Installed and supported a pilot Enterprise Portal 6.0 system.
* Government Security Clearance and CAC card were required for the project.

**Company:** SAP America Inc.

**Project:** The Coca Cola Company - Atlanta, GA – Manufacturing

**Project Description/Scope:**

Responsible for installation, tuning, troubleshooting, training and documentation of existing SAP R/3 landscape.

**Role:** Basis Consultant

**Duration:** June 2000 - September 2001

**Responsibilities/Deliverables:**

Provided Basis Administration support for an AIX 4.3/Oracle 8.1.7/SAP R/3 4.6C environment

**Achievements:**

* Provided basis support for SAP R/3 ERP and HR landscapes in a large scale production support environment.
* Developed, planned, and implemented oracle migration from 8.1.6.0 to 8.1.7.4 for all R/3 and HR instances.
* Performed multiple language imports for the global implementation SAP implementation.
* Executed multiple quarterly releases of new bug fixes and functionality in an N+1 ERP environment for the Coca Cola Company.
* Responsible for performing and educating the customer on various aspects of R/3 such as transports, batch scheduling, CCMS system monitoring, SAPDBA, backup & recovery, client transport, database copy, client copy, installation, upgrade, system administration, archiving and problem solving skills.

**Company:** SAP America Inc.

**Industry:** Retail – Waccamaw Inc. - Myrtle Beach, SC

**Project Description/Scope:**

Implement SAP Retail solution on a Windows NT/Oracle platform.

**Role:** Basis Consultant

**Duration:** June 1998 – December 1999

**Responsibilities/Deliverables:**

Provided basis administration support for a Windows NT Server 4.0/Oracle 8/SAP R/3 4.0B, 4.5B environment.

**Achievements:**

* Installed all development, QA and Production SAP instances on SAP R/3 4.0B
* As the basis lead I planned and executed six-month upgrade project from SAP R/3 4.0B to SAP R/3 4.5B.
* Implemented an N+1 upgrade strategy for upgrade project to allow smooth transition from production support landscape to project landscape during cutover.
* Installed, configured, and maintained add-on products to work with SAP R/3 environment. (BSI Tax Factory and Kronos time card entry system)
* Responsible for performing and educating the customer on various aspects of R/3 such as Transports, Batch, Security, CCMS system monitoring, SAPDBA, backup & recovery, client transport, client copies, installation, upgrade, system administration, archiving and problem solving skills.

Education:

BBA – Management Information Systems- Georgia Southern University, Statesboro, GA

Citizenship:

U.S. Citizen