

Miral Vora

Tampa, FL

-Email me on Indeed: <http://www.indeed.com/r/Miral-Vora/a93fc74460473e98>

Professional Summary

Senior NetWeaver architect lead/manager with more than 19 years of Industry experience including 18+ years of experience in complex and global implementations of

SAP Technology. Project management and leadership experience with emphasis on IT management consulting, organizational change leadership, SAP infrastructure and

Mobile: business applications.

+1 813 408 3908 In these 18 years, I have served customers of all sizes across industry verticals in managing and implementing SAP Solutions.

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Authorized to work in the US for any employer

Work Experience

Technical Architect

TEC

July 2012 to Present

Key Responsibilities:

- Architected entire ERP and CRM landscape including Infrastructure, Network and Virtualization
- Led the Basis efforts and Manage the scope, services and expectations set by PMO
- Basis requirement Planning, Scoping, Estimation and Capacity planning, Monitoring and Expectations Management of Project deliverables
- Provided 24/7 Production support, Created, updated, and closed support tickets related to the BASIS
- Performed Sizing for CRM environment & HANA, Lead team of 10+ offshore team to ensure delivery on time
- Designed HANA Architecture for company including HA and DR support with HANA TDE through Cisco
- CRM went live with 0 technical issues
- Installation of SAP SRM 7.03 and configuration, SRM Integration with ERP/Portal and Installation of SAP BPC 7.5 and configuration
- Installation of SAP BOBJ 4.0,4/1 and 4.2 and configuration, Performance tuning and troubleshooting
- SAP GRC 12 EAM, PC and Access Control Configuration, Performance tuning, and Integration with ECC, BW and SRM,

Installation of SAP Enterprise Portal 7.02 and configuration

- Upgrade to SAP ERP EHP4 to EHP8 with NW750 and migration to HANA from SQL using DMO with SUSE Linux
- Upgrade SAP BW 7.01 to 7.3 with ABAP and Java Split - Planned and Executed all pre and post activities before/after

Upgrade

- Installation and configuration of bolt on Nakisa with SAP HR
- Installation of SAP eSourcing 7.0 - CLM
- BW upgrade from 7.01 to 7.3 Ehp1 SP10, Configuration of Uperform with SAP

- SAP Solution Manager 7.2, Diagnostic and Root cause analysis set up for ABAP and Java system
- Plan, Install and configuration of External Portal for SAP ESS/MSS, SRM and CLM with Microsoft UAG and NetScaler
- Performed Multiple System copies includes PI, BI, ECC, EP, CRM and SCM
- Maintenance of Database performance analysis using CCMS tools patches / upgrades originate requests new file systems to support database growth and layout of the database.

Technical Environment: ECC 6.0 Ehp8/Ehp7, BI 7.31, PO 7.5, Portal 7.3, ADS 7.3, Business Object 4.2, GRC, EPM, DQM,

StreamServe 4.2, OpenText, SuccessFactor, HCI, SAP Cloud Connector, Solution Manager 7.2

2. Leprino Foods, Denver, CO FMCG

Leprino Foods is an American company with headquarters in Denver, Colorado that produces cheese, lactose, whey protein and sweet whey. It is the world's largest maker of mozzarella cheese.

The scope of work is to provide:

- Build Architecture of ERP landscape including Infrastructure, network and Virtualization
- Worked as Technical Delivery Manager on Implementation and Migration project
- Delivered project on time on budget
- Contributed as a Technical Lead and managed SAP Basis, Development and Data team for the project deliverables
- Lead teams for business process review and helped enhance the process gaps for the client

Project Type: Implementation/Upgrade

Manager

GDM

August 2008 to March 2011

Key Responsibilities:

- Develop client/ partner relationship. Single point contact for project operations.
- Manage project metrics and ensure productivity gains and quality improvements
- Work towards account/ project growth
- Manage project setup and successful execution
- Plan, Install and configuration of External Portal for SAP ESS/MSS with Cisco hardware load balancer
- Basis requirement Planning, Scoping, Estimation and Capacity planning, Monitoring and Expectations Management of Project deliverables
- Installation of XI/PI-Dev/QA/PROD system and configuring it for interfaces on HA environment, XI/PI System

Installation, SLDCheck , PI Post Processing activity , Visual Admin Activity for client setup on HA environment

- Project reporting to the client / project leadership
- Ensure fulfillment of client expectations and delivery commitments
- Ensure on boarding, continuity and career progression of project resources
- Installation of SAP SCM 7.01 and configuration on cluster technology
- Installation of SAP BW 7.01 and configuration on cluster technology
- Installation of SAP Process Integration 7.0 and later upgrade to PI 7.11 on cluster technology, configuring the SLD,

Runtime Workbench, Exchange Profile, ESR, Integration Directory, NetWeaver Administration and Readiness Check

- Installation of SAP BOBJ 3.1 and configuration on cluster technology
- Installation of SAP Enterprise Portal 7.01 and configuration on cluster technology
- Installation of SAP ECC 6.0 and later upgrade to Ehp4 on cluster technology

- Migration from PI 7.11 to PO 7.4 Java only with Nearly Zero downtime including AAE
- Installation of SAP RFID technology
- Installation of SAP GRC 5.3 and configuration
- Configuration of Uperform with SAP. Installation and Configuration of SAP TDMS 4.0
- Configuration of RightFax with SAP
- SAP Solution Manager 7.01, Diagnostic and Root cause analysis set up for ABAP and Java system
- Database upgrade for Oracle 10 to 10.2.4
- Provided 24/7 Production support, Created, updated, and closed support tickets related to the BASIS
- Performed Multiple System copies includes PI, BI, ECC, EP, CRM and SCM
- Maintenance of Database performance analysis using CCMS tools patches / upgrades originate requests new file systems to support database growth and layout of the database.

Technical Environment: ECC 6.0, BI 7.1, PI 7.1, EP 7.1, Oracle, Windows, SAP Console RFID, SCM 7.0, Solution Manager

3. Noble Drilling Houston, TX

Noble Corporation plc is an offshore drilling contractor organized in London, United Kingdom. Its affiliate, Noble

Corporation, is organized in the Cayman Islands. It is the corporate successor of Noble Drilling Corporation. The company operates 28 drilling rigs including 8 drillships, 6 Semi-submersible platforms and 14 jackup rigs.

The scope of work is to provide:

- Build Architecture of ERP landscape including Infrastructure, network and Virtualization
- Led a team with SAP Basis, Security and Integration team
- Delivered project on time on budget
- Contributed as a Technical Lead and managed SAP Basis, Development and Data team for the project deliverables
- Lead teams for business process review and helped enhance the process gaps for the client

Project Type: Implementation Project

Asst. Manager

Deloitte

2006 to 2008

Key Responsibilities:

- Led the Basis, Security and Integration team of over 8 consultants
- Responsible for the successful delivery of the various multi-threaded technology phases while leveraging a large team of both client and Deloitte technical resources.
- Successfully implemented measures to transfer knowledge and skills to client team leadership and technical teams to enable self-directed implementation of remaining rollouts/go-lives
- * Leading the SAP infrastructure team * Planning, building and coordinating SAP Infrastructure activities; * Planning,

Scoping, Monitoring and Expectations Management of Project deliverables; * Project requirement planning, System

Build and cut-over planning; * Develop and plan the Basis strategies on System landscape, Monitoring, transport,

Batch Printer etc.. * Escalation and addressing of the risk items to the overall project; * Establishing and Managing

Offshore support; * Technical Support - Installation, Configuration, Support and Troubleshooting, Performance and Stress Testing

Technical Environment: VMware Virtualization, SAP ECC 5.0, webMethods, Approva, Solution Manager

4. Verizon Communication Dallas, TX

Verizon Communications Inc., headquartered in New York, is a leader in delivering broadband and other wireline and wireless communication innovations to mass market, business, government and wholesale customers. Verizon Wireless operates America's most reliable wireless network, serving more than 62 million customers nationwide. Verizon's Wireline operations include Verizon Business, which delivers innovative and seamless business solutions to customers around the world, and Verizon Telecom, which brings customers the benefits of converged communications, information and entertainment services over the nation's most advanced fiber-optic network. A Dow 30 company, Verizon has a diverse workforce of more than 238,000 and last year generated consolidated operating revenues of more than \$88 billion.

The scope of work is to provide:

- Upgrade SAP BW infrastructure from 2.1C to 3.0B
- Build Documentation of overall Upgrade
- Optimize overall BW Performance and Oracle tuning

Project Type: Upgrade

Sr. Basis Administrator

2005 to 2006

Key Responsibilities:

- Manage project metrics and ensure productivity gains and quality improvements
- Ensure fulfillment of client expectations and delivery commitments
- Project reporting to the client / project leadership
- Responsible for Upgrade planning, impact analysis, developing upgrade strategy and release planning for the BW 3.5 upgrade.
- Successfully upgraded Client's Business Warehouse instance from version 3.1c to version 3.5 on NetWeaver 2004 platform through PREPARE phase and subsequent performance tuning for database and SAP buffer management.

Performed all the necessary upgrades to BI Content, database and Web application server along with application of latest support packs. Installed and updated all SPAM/SAINT and patches and established BW and R/3 integration.

• Responsible for setting up User Administration, Authorizations, Transport management system, database administration during the upgrade project. Involved in daily system maintenance activities. Developed documentation and conducted knowledge transfer to the client system administrators.

Technical Environment: Sun Solaris 8, Oracle 9I, SAP BW 3.5

5. Rohm & Haas, Philadelphia, PA

A leading US Chemical and Electrical Company Client, a US \$6.0 billion company and one of the world's largest producers of specialty materials. Its chemistry is found today in paints and coatings, adhesives and sealants, construction materials, personal computers and electronic components, household cleaning products.

Project Type: Support, Upgrade (R/34.7 E110 -> ECC 5.0)

Sr. Basis Administrator

2004 to 2005

Responsible for providing primary support to global users in the US, Europe and South-Pacific countries for SAP applications including ECC, BW/BI, CRM, SRM, SAP Web Dispatcher and Solution Manager.

Key Responsibilities:

- Led the Basis, SAP Security team from offshore
- * Establish and Manage Offshore support; * Planning, Monitoring of Project deliverables; * Co-ordination with onsite team * Escalation and address the risk items to the overall project
- Develop and strategize the Basis strategies on System Monitoring, Performance and Memory Management *

Escalation and address the risk items * Technical Support - Managing Installation, Support Package, Kernel upgrade,

Troubleshooting, Tickets, Defect * SLA compliance monitoring * Resources Management to support Basis 24x7

- *System Build (Installation, Post installation and configuration) * System Refresh * Kernel & Support Package

Upgrade * Middleware Configuration * Troubleshooting *SAP Notes Implementation * System Administration & Monitoring * Transport Management * Printer & Spool Administration * Documentation of Basis activity etc

- Responsible for maintenance and upkeep of the SAP development and production systems, mainly related to the user administration and authorization profiles.

- Created Process and Operational manuals and various technical documentations.

- Maintaining User related parameters in the Instance Profile having more than 15000 SAP End users.

- Creating Authorization profiles/Activity groups in R/3, BIW, CRM and HR system.

Technical Environment: ECC, BW, CRM, SRM, Enterprise Portal, TREX, and Solution Manager on UNIX/DB2

6. ITC Infotech, Kolkata, India

A Well Known Indian Cigarettes Company - ITC is one of India's foremost private sector companies with a market capitalization of around US \$ 4.5 billion and a turnover of US \$ 2.4 billion. ITC has a diversified presence in Cigarettes,

Hotels, Paperboards & Specialty Papers, Packaging, Agro-Business, Branded Apparel, Packaged Foods & Confectionery,

Greeting Cards and other FMCG products. While ITC is an outstanding market leader in its traditional businesses of Cigarettes, Hotels, Paperboards, Packaging and Argo-Exports, it is rapidly gaining market share even in its nascent businesses of Branded Apparel, Greeting Cards and Packaged Foods & Confectionery. ITC has implemented SAP in Year

2000 with all major modules PP, MM, HR, SD.. ITC has more than 1000 Users.

Project Type: BW Implementation and Support

Sr. SAP Basis Administrator

2003 to 2004

Support ongoing maintenance of ECC Applications, Inbound and Outbound Queue Monitoring, Escalating the functional errors, report the application problems to SAP and Implementation for SAP BW 2.1C

Key Responsibilities:

- Participated and coordinated in various Oracle database copies, kernel upgrades and tablespace reorganizations.

- Non unicode to Unicode Migration

- Database migration - Oracle 8.1.7 to Oracle 9.0.2

- Created Technology Operations manual, technical and statistical documentations. Compiled statistical, capacity planning and key performance indicator reports for the management.

- Proactive system and database monitoring. These included general administrative tasks like checking and monitoring the R/3 system, system logs, checking the database and R/3 instances, work processes and various dialog, background, update, spool services.

- Monitoring System performance. Testing communication lines between offshore and onsite systems.

- User Administrating, including Creating and Managing Users, Performing user Authorizations.

- Analyzing ABAP dumps for causes and implementation of solutions.

- Provide root cause of analysis of BASIS and technical problems

- Documentation of all BASIS activities.

- Trained on SAP Basis, Oracle Database Administration and Standards & Processes.

- Performance tuning, load balancing & Creation of users and authorizations, Activity Groups, and Authorization

Profiles.

- Configuring and managing Transport Management System
- Maintaining User related parameters in the Profile.
- Client copies and comparisons
- Applying Hot Packages & OCS.
- Configuring Sap router and OSS.
- Performing Homogenous system copy.
- Upgrading the Kernel and database.
- Installation of Disaster Recovery Server for SAP R/3 and SAP Components.
- Backups & Recovery of SAP R/3 Database
- Logon Load Balancing
- Authorizations & Profiles.

Technical Environment: SAP ECC 4.7 Enterprise, SAP BW 2.1C, Solution Manager

7. Agency of Science, Technology and Research (A*STAR), Singapore

Agency for Science, Technology & Research - A*STAR is a agency for Science, Technology and Research. A*STAR recognizes outstanding research scientists and engineers for their invaluable contributions to the development of Science and Technology in Singapore. A*STAR has more than 3500 SAP end Users with SAP 4.6C version and SAP BIW.. Mainly it is involved in Biomedical Research.

Project Type: SAP Support and SAP Portal 5.0 Implementation

Role: Sr. SAP Basis Administrator (2003-2004)

Support ongoing maintenance of ECC Applications, , Inbound and Outbound Queue Monitoring, Escalating the functional errors, report the application problems to SAP and Implementation for SAP BW 2.1C

Key Responsibilities:

- User Administrating, including Creating and Managing Users, Performing user Authorizations.
- Proactive system and database monitoring. These included general administrative tasks like checking and monitoring the R/3 system, system logs, checking the database and R/3 instances, work processes and various dialog, background, update, spool services.
- Monitoring System performance. Testing communication lines between offshore and onsite systems.
- User Administrating, including Creating and Managing Users, Performing user Authorizations.
- Analyzing ABAP dumps for causes and implementation of solutions.
- Setup of Transport Management System
- Provide root cause of analysis of BASIS and technical problems
- Documentation of all BASIS activities.
- Updating SPAM/SAINT & Application as well as Kernel & Database Patches

Technical Environment: SAP ECC 5.0, SAP Portal 5.0

8. Meghmani Organics Limited, Ahmedabad, India

A Leading Agro Chemicals and Pigment manufacturers in India - Meghmani Organics Limited is one of the leading Agro

Chemicals and Pigment manufacturers in India. The turnover for financial year 2002-3 is approx. Rs. 220 Crores. They have

4 manufacturing locations, 3 depots and 2 overseas warehouses to serve the customer needs. In the first phase they plan to implement FI/CO, SD and MM modules. It has got around 150 SAP Users.

Project Type: Implementation

SAP Basis Administrator

Implementation Support SAP R

2002 to 2003

3 4.7 Enterprise Implementation and BW 3.0C

Key Responsibilities:

- Planning, Installation and Integration of R/3 Enterprise 4.7
- Business Information Warehouse 3.0B
- Internet Transaction Server
- Updating SPAM/SAINT & Patches
- Integration of R/3 & BIW
- User Administrating, including Creating and Managing Users, performing User Authorizations.
- Analyzing ABAP dumps for causes and implementation of solutions.
- Setup of the Transport Management System
- Daily system health checks, Identifying Performance Issues and conducting further System tuning.
- Taking proactive steps to ensure high system availability
- Provide root cause analysis of BASIS and technical problems
- Knowledge Transfer and Technical Mentoring
- Documentation of all the BASIS activities

Technical Environment: SAP 4.7 Enterprise Edition, BW 2.1C

9. Vanguard India Pvt Ltd, Ahmedabad, India

SAP Basis Administrator

A Consulting Firm in India

2001 to 2002

Implementation Support SAP R/3 4.6c

Key Responsibilities:

- Responsible for any Installation and Up-gradation that is to be carried on for R/3 or BIW at the client side including hardware sizing
 - Applying of patches and Add-ons as and when required Applying of OCS for SAP as required Performance Management, Space Management, Spool Administration, Memory Management, trouble shooting and ensuring the maximum uptime for the system possible
 - Integration of R/3 & BIW
 - User Administrating, including Creating and Managing Users, performing User Authorizations
 - Analyzing ABAP dumps for causes and implementation of solutions
 - Daily system health checks, Identifying Performance Issues and conducting further System tuning
 - Taking proactive steps to ensure high system availability
 - Provide root cause analysis of BASIS and technical problems
 - Knowledge Transfer and Technical Mentoring
 - Installation and Integration of R/3 46C with Plug-In CIN 40A
 - Installation of add-on software components through updating SPAM/SAINT & Patches
 - Performance & Workload Analysis
 - Identification and resolution of cross-functional issues
 - Configuration of IBM hardware and NT operating system by defining optimal NT disk layout, file system structures,
- OS tuning, performance improvements and troubleshooting
- Performance Issues & housekeeping operations

Technical Environment: SAP 4.7 Enterprise Edition, BW 2.1C

Education

Master's in Post Graduate in Information Technology

Gujarat Law Society - Ahmedabad, Gujarat

May 2000 to May 2002

Bachelor's in Business Administration

Som Lalit Institute of Management Studies - Ahmedabad, Gujarat

April 1997 to April 2000

Skills

- SPECIALIZATION:
- Project Planning, scoping, setup and execution SAP Technical Architect
- Extensive experience in setting up, transitioning and running large application INDUSTRIES SERVED: management engagements Pharma, Entertainment,
- Technology Management (planning, scoping, budgeting, staffing and global Consumer, Utilities, Energy Food delivery)
- Technology Architect (SAP/NetWeaver suite of products, sizing, landscape and