

# JESSICA CLAIRE

Montgomery Street, San Francisco, CA 94105 • (555) 432-1000 • resumesample@example.com

## Accomplishments

- Experience in SAP ECC6.0/ECC5.0 SAP Netweaver 2004 and 2004s implementations and installation of SAP Enterprise Portal 6 on Web AS 6.40, BW 3.5/ BI 7.0, and R/3 systems.
- Completed the HA100- HANA Introduction Course.

## Professional Summary

SAP Basis professional working in highly-critical, worldwide production environment. Strong technical and organizational skills, with an all-time focus on system availability and customer satisfaction. \*In-depth knowledge and understanding of SAP installations and upgrades, configuration, administration and troubleshooting.

## Skills

- SAP R3 4.6/7, ECC 5/6
- Net Weaver 04/04s (WAS6.2/6.4/7.0), EHP4/5 XI/PI3/7.
- Windows and Linux
- System upgrades
- System backups
- Solution Manager 4.0/7.0
- Enterprise Portal 5/6/7 ESS/MSS
- SAP HANA Introduction
- Excellent communication skills
- Enterprise technologies

## Work History

### Senior SAP Basis Administrator, Current to Current

#### Amick Brown, Llc

- Manage large SAP technical teams consisting of offshore Basis professionals.
- Performed Installations of ECC, Solution Manager and CRM Systems and Prepared the Plan for implementing support pack stack in Production, Development & QA Systems.
- Performed ECC 6.0 Administration - Daily system checks, DB and application tuning, Monitoring SLD logs and Maintenance by updating Kernels, Support packs, Installation of enhancement packages and SAP notes.
- Security Administration - Provided User Management support User Creation, deletion and user locks, Set-up SAP authorization profiles and roles, Use SU02 to examine authorizations in existing roles to identify improper authorizations, Maintenance of User Master Record & Support End Users with Security issues, Restrict open authorizations to sensitive Transaction codes, Extensively used SU53 and ST01 for analyzing the authorization errors.
- Work with the development and functional teams to promote changes through the environment.
- Performance monitoring, Report Creation, short dumps, Health checks, Root cause analysis, issue resolution and fine tuning.

### Senior SAP Basis Administrator, 2010 to 03/2012

#### Amick Brown, Llc – Norcross, GA

- Provided SAP Basis Support for existing production ECC, PI and SRM Landscapes.
- Worked on resolving day to day Production issues.
- Involved in splitting the Central Instance and the Database Instances on different hosts and configure the systems correctly.
- Worked on Service tools and Kernel upgrades for SAP servers.
- Worked on Installation of Solution Manager System Eph1 and configured the system to enable Early Watch reports and Maintenance Optimizer Solutions.
- Worked on setting up the Transport Manager tool from Realtech for Apache's landscape.
- Worked on Setting up the Monitoring tool Cisco Tidal to monitor systems in the landscape.

### Senior SAP Basis Consultant, 06/2009 to 11/2009

#### Seal Consulting

- Provided SAP Basis Support remotely from Houston for client based in San Diego.
- Worked on the Installation and Configuration of ECC 6.0, SAP Solution Manager, BI 7.0 and Portal Systems.
- Configured SAP Solution Manager Early watch monitoring and connected all the systems in the environment to the SolMan for monitoring.
- Configured Central User Administration on Solution Manager.
- Installed the EP7.0 System and Worked on the configuration of the Business packages, creating System aliases and assigning portal roles to the users in DEV/QA and PRD environments.
- Worked on the installation of BI 7.0 System and activate the content in the Workbench Administrator.
- Configured the connections for Portal to connect with the Backend ECC system and also the BI System.
- Responsible for daily security checks, monitoring unsuccessful logons and active users.
- Applied the support packs and plug-ins to make the system up to date using SPAM/SAINT.

### Senior SAP Basis/Security Consultant, 07/2006 to 05/2009

#### Hitachi Consulting – City, STATE

- Installation and maintenance of all Hitachi Consulting internal SAP systems as well as providing SAP Consultant user access, messages to SAP and facilitating consultant training.
- Installed VMWare and set up virtual environments including the installations of guest operating systems and applications.
- Extensive work on R/3 authorization model (PFCG, SU24, SU25, SU01, SM30, SM01, SE01, SU21, SUIM).
- Worked on the installation and configuration of ECC6.0/5.0, BI 7.0, Enterprise Portal 7.0/ 6.0 on Web AS 7.0 and 640 and Solution manager Systems.
- Provided Basis Administration Support in maintaining SAP Systems for various clients.
- Performed upgrades for SAP kernels, support packages, OSS notes application, and other system corrections.
- Worked on Password management control through Instance Parameters via RZ10, RZ11.
- Optimized the technical performance characteristics of the SAP environment including OS, database, application servers, programs, and reports.
- Creating and maintaining user authorizations, roles, and profiles for SAP R/3, BW, APO and SEM.
- Created BW User IDs and Authorizations.
- Worked on the installation and configuration of Enterprise Portal 6.0 on Web AS 640 and the business packages for ESS, MSS, Best Practices for EP.
- Performed weekly health-check and system tuning through SAP Solution Manager Early Watch Alert reports.
- Worked on creating MM/FI/PR/PO roles and profiles and assigning roles to users in the backend system.
- Also worked on resolving several security related issues by using SU53, SU24 and authorization traces.
- Created custom portal content (views, pages, worksets and roles) for several portal dashboards for the client.
- Worked on the installation of Solution Manager system and the implementation of Solution Monitoring of the System Landscape using the SAP Solution Manager.
- Also worked on an Upgrade project from 4.0b/MSSQL7/WINNT to ECC6.0/MSSQL2005/WIN 2003.

### SAP Basis/Security Analyst, 05/2005 to 07/2006

#### Deloitte Consulting LLC – City, STATE

- Responsible for the installation and maintenance of pre-production R/3, CRM, BW, and Solution Manager Systems, also installed SAP Enterprise Portal 6.0 on Web AS 6.40 and SQL Server installation.
- Supported production R/3 (ECC5.0, Enterprise 4.7 Unicode, WAS 6.20), CRM (3.1), BW (3.1 Unicode and 3.5), and Solution Manager (3.1 Unicode) systems and their associated development, QA, staging, conversion, and training systems.
- Provided SAP Basis (R/3, CRM, BW, Solution Manager, ITS) support throughout all phases of SAP projects.
- Was involved in setting up and maintaining R/3 Central User Administration and Single Sign-On (including LDAP connectivity).
- Create and modify Single roles, Composite roles and Derived roles.
- Creating roles using profile generator.
- Performed analysis of SU53 and SU56 user analysis as well as setting up and analyzing user traces.
- Provided support in the area of application integration, database, network, and UNIX system administration throughout all phases of the projects.
- Involved in the planning, execution, monitoring, tuning and presentation of a Pre go-live performance/stress test.
- The effort yielded significant performance gains and facilitated a smooth go-live cutover.
- Formulated the system landscape, change management and transport system strategies to meet dynamic business requirements while achieving stability and consistency among systems.
- Configured and maintained the transport management system.
- Used r/3 profile generator (PFCG) to create, generate, and assign authorization profiles to users.
- Worked with user information systems to update and modify the profiles and assign users to the updated activity group.

## Education

### Master of Science: Computer Science, 2003

#### University Of Tulsa

#### Computer Science

### Bachelors of Science: Computer Engineering, 2001

#### University Of Madras - Chennai

#### Computer Engineering

## Certifications

- IBM Certified System Administrator - WebSphere Application Server V5.0
- IBM Certified Systems Administrator Web sphere MQ V5.3
- IBM Certified AIX p-Series System Administrator.
- LPI Certified Linux Professional.

## Additional Information

- NISTISSI Certificates : National Security Telecommunications and Information Systems Security Committee No. 4011: Information Systems Security Professional, No. 4012: Designated Approving Authority, No. 4013: Administration in Information Systems Security, No. 4014: Information Systems Security Officer.