

JESSICA CLAIRE

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PROFESSIONAL SUMMARY

2+ years experience as Basis administrator, performing tasks of installations and upgrades of ECCSupport the Transport Management systemGeneral technical problem solvingSystem refreshes as neededSystem monitoring on a daily basisEnd User support (24x7 support)Perform database and client copies.

SKILLS

- Excellent communication skills
- System backups
- System upgrades
- Excellent diagnostic skills
- Website maintenance
- Remote access technology

WORK HISTORY

07/2011 to 04/2013 **SAP Basis Consultant**

Accenture – San Francisco, CA

. Primary resource as a support for SAP R/3 4.7 110, SQL Server 2000, andWindows 2003.. Developing and maintaining installation guides, upgrade guides,deployment guides, and other technical manuals.. Performed various Basis activities like monitoring of server operatingsystems (ST06), Load balancing of R/3 application servers using logongroups (SMLG), infrastructure review, SAP R/3 client administration,security and authorizations for SAP R/3 Servers, jobs monitoring(SM37/35), spool error troubleshooting and database preventivemaintenance (ST04, DB02).. Monitor spool, job scheduling and file/spool cleanup. For Background Processing, assigning background jobs class to prioritizejobs.. Defined, monitored and scheduled background jobs.. Client Administration like Creating Clients, Client copy (Local andRemote), deleting clients, Assigning logical systems to clients.. Coordinated with the Functional Teams to configure and execute SAP changecontrol functions including the transport management system (TMS). Analysis on short dumps (ST22), Update errors (SM13), Space Management(DB02), Solution Manager.

EDUCATION

2013

GED: Computers

Osmania University - India, Hyderabad

ADDITIONAL INFORMATION

Communication skills to communicate with customers, support personnel, and management Personal computer and business solutions software skills Good organization skills to balance and prioritize work Analytical and problem solving skills Ability to work independently and as part of a team