

# Jessica Claire

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## PROFESSIONAL SUMMARY

Enthusiastic SAP Basis Administrator eager to contribute to team success through hard work, attention to detail, and excellent organizational skills. Clear understanding of SAP ERP systems and various databases and trained in certified SAP labs. Organized and dependable candidate successful at managing multiple priorities with a positive attitude. Willingness to take on added responsibilities to meet team goals. Outstanding ability to problem-solve and collaborate with clients and company personnel. Adept at setting long-term goals and following through with high-quality customer service and long-term relationships. Offering extensive knowledge of various SAP products including cloud solutions.

## SKILLS

- SAP S/4 HANA with RISE
- SAP HANA 1.0 & 2.0, Oracle 19, SQL Server & DB2
- AWS, AZURE & GCP
- SAP ECC 6.0 EHP 5, 6 & 7
- SAP FIORI 1.0& 2.0
- RHEL Linux, AIX and Windows
- Advanco OpenPGP Key management Tool
- SABRIX Tax Systems 5.1.0 & cloud edition

## WORK HISTORY

### ERP SPECIALIST 04/2022 to CURRENT

#### Amazon.Com, Inc. | Orlando, FL

- Working at Seaworld as a Security and ERP Administrator. Maintain task-based role design including both functional and sensitive data restrictions. Also, user creation, deletion, and mass user administration in SAP ECC 6.0.
- Work closely with SAP functional teams to create or update roles that meet audit requirements as well as meet functional requirements for end users.
- Work with Business Process Owners for Role creations, changes, and user administration and work with development team on authorization objects for custom transactions.
- Support system and security audit and compliance activities. Process SAP user access requests and support everyday troubleshooting of access problems.
- Effectively analyze trace files and track missing authorizations for user access problems. Support Basis team in monitoring the system.
- Segregation of duties (SoD) concepts, able to drive security role remediation plans for audit and compliance related findings.
- SAP authorization concept, roles, different user and role types, and user administration on different SAP platforms.
- Implementation and troubleshooting experience involving SAP Access security and also upgraded GRC 5.3 to 12.0.

### SA BASIS ADMINISTRATOR 08/2021 to 03/2022

#### Cognizant Technology Solutions | Denver, CO

- Implemented HANA DB, which included connection to SAP CRM, and cloud connections to various third-party integrators and J2EE platform in GCP. Participated in designing, scaling, and implementing SAP application server and HANA database servers to customer specifications. Configured ASCS, SCS & AAS as required.
- Participated in designing, scaling, and implementing SAP PO to customer specifications. Performed upgrades and worked on SLTOOLSET for new systems and upgrades. Also, set up HANA replication for high availability.
- SAP BASIS Project Support for CRM, BW, BOBJ & PO functionalities, monitor Oracle/HANA databases for failed backups and archiving issues, and created scripts to maintain adequate space on server.
- SAP Performance Analysis and Tuning with ECC systems, memory/buffer management in OS, Solution Manager monitoring, and handled Business Process Change Analyzer.
- SAP management at Linux & Unix OS level, SAP kernel and SP upgrades and new system installations, and relevant basis administration tasks as required.

### SA PRODUCT LINE EXPERT 07/2018 to 09/2021

#### Amazon.Com, Inc. | Las Vegas, NV

- As SAP PLE, was responsible for leading technical scoping for each new Rimini Street client in order to provide comprehensive content repository (archive) that is used by both client and Rimini Street Global Application Support team.
- Extensive Experience in SAP HANA Database Administration and support using Studio and Cockpit 2.0. Working knowledge on SAP HANA Database, Native HANA, and apps running like SAP BW, ECC, and Success factors.
- SAP HANA administration, software patching, upgrade, migration, and general maintenance. New HANA implementations with high-availability by adding standby hosts. Perform SAP HANA System Replication, disaster Recovery drills, and bounce systems.
- Acquired in-depth technical knowledge and expertise across SAP Business Suite (including ECC and S/4 HANA), SAP BOBJ, SAP HANA and SAP Sybase Applications including mechanics of software patching, maintenance, upgrading, and installation methodologies by vendor.
- Interpret customer roadmap (both business and IT) to determine likely future product direction for releases, platforms and languages.
- Identify dependencies, connections and usage between different SAP Technology, developer tools and third-party products.
- OSS note and software scope archived based upon client-specific licensed products and future plans. Assisted clients with XML stack generation within Maintenance Planner.
- Review commercial agreements and present archive documentation as well as provide coaching to sales, on-boarding, and other teams on archive related requirements, and work alongside with other Senior SAP Basis Engineers to develop application break fixes for critical product defects.

### SA BASIS CONSULTANT 08/2017 to 12/2018

#### IT Reddy LLC | Chicago, IL

- Worked with developers in HANA studio with packages. Created new users, schemas, and provided privileges based on their roles. Handled HANA ALM to create delivery units, CTS management, and vendor creation. Configured RFC's between HANA, sidecar replication server, and ECC systems.
- Managed Technology Competency Center team with basis administrators and led in various implementation like HANA instillations, Qlik Sense, Flexera, and other business vendors.
- Installed kernel upgrades per technical documentation guidelines, adhering to SAP's best practices, and maintained support guidelines for all products.
- Supported MM & FICO functional teams and HANA application teams during development cycle and provided technical support during HANA deployments of projects and software releases within the global landscape.
- Provided administration support and system monitoring for operating systems (AIX 7.1, Linux X86), databases (DB6, HANA 1.0), SAP ECC systems, and third-party applications like Nagios monitoring tool, Sabrix tax systems, Advanco PGP key management tool, and managed SAP security with GRC.
- Built additional DB (SAP HANA) and performed system as well as client copies. Provided support for Solution Manager and ChaRM functionalities. Also monitored early watch alerts for production systems.
- POC migration to cloud platforms such as AWS/Azure/GCP from on-premise systems with functional testing. Built infrastructure and was technical liaison for Fiat Chrysler Automobiles to various cloud vendors.

### SA BASIS ADMINISTRATOR 01/2017 to 08/2017

#### Company Name | Orlando, FL

- Successfully installed and configured ECC 6.0, BW 7.0 and Solution Manager 7.0 on Sandbox and Development systems.
- Performed daily checks for all SAP systems and SQL database servers. Monitored daily backups, work process, updates, check system logs, and reviewed canceled jobs.
- Monitored alerts using CCMS alert monitor, active users on system, spool problems, and job logs and database growth, capacity, input/output statistics and alerts.
- Applied support packages as required, system corrections via SNOTE transaction, kernel upgrades, spool administration and monitoring.
- Setup SAP GUI upgrades and troubleshooting, EWA on Solman 7.0, and performed Basic Security Administration.
- Handled transport system management. Took ownership of and drove resolutions for various issues, and attended escalation meetings and provided technical support for area of expertise with on-call support as needed.

## EDUCATION

**Bachelor of Science**  
**Ashworth College, Norcross, GA**

## CERTIFICATIONS

2017-08 SAP Certified Technology Associate - System Administration  
2018-03 SAP Certified Technology Associate – SAP HANA  
2019-09 SAP Certified Technology Specialist – SAP S/4HANA Conversion and SAP System Upgrade  
2021-07 TADM70 SAP System: OS and DB Migration