

Jessica Claire

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SUMMARY Hardworking and reliable SAP Basis Consultant with strong ability in Install, configuration and maintenance of SAP System. I am organized, dedicated to working as a team member, contributing with my skills and helping to analyze, design, implement, guarantee the availability and optimal performance of SAP system.

SKILLS

- Hardware Installation and Maintenance
- Software Installation and Maintenance
- Data and Systems Architecture
- Technical Documentation and Reporting
- Troubleshooting and Diagnosis
- Communication and Team Collaboration
- Roadmap Planning and Prioritization
- Design Improvements
- Technical Support and Assistance
- Application Administration
- Technology Best Practices
- Requirements Analysis
- System Testing
- Team Training
- Conflict Resolution
- Work Ethic

EXPERIENCE **SAP BASIS CONSULTANT** 01/2019 to 04/2019

Cognizant Technology Solutions | Rockville, MD

- Checked technical specifications for quality and integrity and recommended updates.
- Troubleshoot and diagnosed technical problems.
- Created and administered user roles and authorizations.
- Troubleshoot server-side application issues to reduce overall downtime.
- Gathered business requirements for SAP reporting and functionality enhancements.
- Conducted and documented Root Cause Analysis of production system failures to minimize future failures and optimize operations.
- Detected critical deficiencies in SAP platform products and provided solutions for improvement via architectural redesigns.
- Provided status updates to keep upper management informed and to reach goals.
- Installed and maintained software and database systems.
- Administered application stacks and executed performance tuning to optimize session performance by eliminating performance bottlenecks.

SAO BASIS CONSULTANT 08/2016 to 07/2018

Cognizant Technology Solutions | Rye Brook, NY

- Installed and maintained software and database systems.
- Troubleshoot and diagnosed technical problems.
- Created and administered user roles and authorizations.
- Checked technical specifications for quality and integrity and recommended updates.
- Troubleshoot server-side application issues to reduce overall downtime.
- Gathered business requirements for SAP reporting and functionality enhancements.
- Conducted and documented Root Cause Analysis of production system failures to minimize future failures and optimize operations.
- Detected critical deficiencies in SAP platform products and provided solutions for improvement via architectural redesigns.
- Provided exemplary helpdesk service and support to assist customers.
- Administered application stacks and executed performance tuning to optimize session performance by eliminating performance bottlenecks.
- Provided effective resolutions to issues and escalated problems with knowledgeable support and quality service.
- Kept flexible schedule and resolved after-hours and weekend emergencies quickly and accurately.
- Consulted users to determine areas in need of improvement.
- Worked successfully with diverse group of coworkers to accomplish goals and address issues related to our products and services.
- Worked closely with team members to deliver project requirements, develop solutions and meet deadlines.
- Provided excellent service and attention to customers when face-to-face or through phone conversations.
- Improved operations by working with team members and customers to find workable solutions.
- Motivated and encouraged team members to communicate more openly and constructively with each other.
- Exceeded customer satisfaction by finding creative solutions to problems.

SAO BASIS ADMINISTRATOR 11/2011 to 08/2016

Amazon.Com, Inc. | Kirkland, WA

- Gathered business requirements for SAP reporting and functionality enhancements.
- Troubleshoot server-side application issues to reduce overall downtime.
- Conducted and documented Root Cause Analysis of production system failures to minimize future failures and optimize operations.
- Detected critical deficiencies in SAP platform products and provided solutions for improvement via architectural redesigns.
- Oversaw associated infrastructure and related domains for full SAP application portfolio lifecycle.
- Developed and maintained integrated architecture views and designed reference architectures for IT products.
- Developed and implemented standardized Disaster Recovery (DR) processes for SAP products.
- Provided effective resolutions to issues and escalated problems with knowledgeable support and quality service.
- Kept flexible schedule and resolved after-hours and weekend emergencies quickly and accurately.
- Performed data backups and disaster recovery operations.
- Consulted users to determine areas in need of improvement.
- Increased system security and performance with proactive changes.
- Planned, tested and supported high-availability infrastructures.
- Promoted continuous improvement for IT processes.
- Spearheaded server infrastructure development, quality control, staging and production operations.
- Submitted recommendations regarding infrastructure overhauls.

SENIOR DBA 06/2009 to 11/2011

General Motors | Arlington, TX

- Tested and modified databases to determine and correct issues.
- Assessed customer needs and goals through communication and system evaluations to modify existing databases for personalized customization.
- Specified user access levels for each database segment to protect database integrity and company information.
- Wrote scripts and processes for data integration and bug fixes.
- Developed scripts for index and table analysis actions.
- Analyzed and developed technical and functional specifications for databases serving up to employees.
- Collected information by meeting with database architects and administrators to determine client system limitations for capacity and load for data processing projects.
- Established hardware requirements and devised storage capacity solutions for MS SQL Server databases.
- Automated indexing to achieve successful for more efficient search management.
- Worked successfully with diverse group of coworkers to accomplish goals and address issues related to our products and services.
- Worked closely with team members to deliver project requirements, develop solutions and meet deadlines.

EDUCATION AND TRAINING **Bachelor's Degree** | System Engineering 07/2007

IUP Santiago Marino, Puerto Ordaz, BO-Venezuela

LANGUAGES Spanish: English:
Negotiated: Negotiated: