

# JESSICA CLAIRE

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## PROFESSIONAL SUMMARY

SAP R/3 Technical consultant Over 3+ Years in SAP Security & GRC, SAP spanning across implementation and support projects. I have gained substantial experience in business process mapping, configuration, enhancements, and post implementation support in SAP.

## SKILLS

- Operating Systems: Windows 95/98/NT/XP
- SAP R/3, ECC, GRC
- Oracle Database, Access Database

- Strong organization and time management skills. Ability to communicate effectively (both written and oral) using clear, concise, and understandable language
- Multi-tasking skills, detail oriented, and ability to work with minimal supervision.
- Talent for identifying creative solutions to customer service issues to ensure satisfaction.
- Role Administration including Role creation modification/ export / import
- Create RFC connection between two systems.
- Complete rework on Emergency Access Management(EAM), Access Risk Analysis (ARA), Access Request Management (ARM) & Business Role Management (BRM)
- User and Role Administration and having good troubleshooting skills.
- Skilled at learning new concepts quickly while working well under pressure Highly organized and dedicated with a positive attitude

## TRAINING

Received Training on:

- SAP Security & BASIS Admin
- SAP GRC Access Control (ARA, ARM, EAM, BRM)

## WORK HISTORY

10/2014 to 08/2016 **SAP Security & GRC Consultant**

Cognizant Technology Solutions – Tempe, AZ

- Extensively used SU53 and SUIM to assign the missing authorizations to the users. Tracing missing authorizations objects using SU53 and recommended appropriate roles for the end users.
- User administration (creating, maintaining, deleting user accounts and assigning roles) Managing user login parameters and password parameters.
- Comprehensive use of Profile Generator to generate roles and assign roles to end users.
- Configured and Implemented GRC Access Control Suite 10.0.
- GRC implementation; automation; upgrade experience with GRC ARA, ARM, EAM, BRM and SAP CUA (Central User Administration) integration with SAP GRC.
- Excellent knowledge of SOX, Audit issues and Segregation of Duties (SoD) issues.
- Under Risk Analysis and Remediation, performed User & Role analysis to identify existing SoD violations.Risk.
- Using ARA produced Analytical Reports on User, User Groups, Roles and Profiles.
- Performed remediation and mitigation against various risks associated with roles and users.
- ARA has Simulation features to allow you to assess the impact of potential remediation activities on the reported conflicts prior to making the actual change.
- Experience in creating and assigning FF ID's and extracting Fire Fighter logs.
- A firefighter ID is a temporary user ID that grants the user exception-based, yet regulated, access.
- The firefighter ID is created by a system administrator and assigned to users who need to perform tasks in emergency or extraordinary situations.
- Configured Workflow, actions and rules.
- Configured HR trigger provisioning and scheduled background jobs.
- Configured User Data source and defined authentication system for requestors using ARM.
- Strong capability in using ARM to use the work flow functionality to ensure a comprehensive and compliant change management process for risk control and maintenance.
- Experience in using ARM to configure workflow for User Access Review and User SoD Review.

02/2014 to 10/2014 **SAP Security Consultant**

Accenture Contractor Jobs – Montgomery, AL

- User master Record creation/ modification using SU01, including complex design restrictions.
- Mass user creation using SU10.
- Utilized SECATT for mass user creation allowing automatic testing of SAP business processes.
- Created QTP scripts for mass creation and deletion of users and roles during system clean ups, Mass role generation, user assignments and others as required for team.
- Role creation/ modification using Profile Generator (PFCG) including complex design restrictions.
- Ensured accuracy and segregation of duties through comprehensive testing of all profiles and authorizations.
- Expertise in resolving Authorization issues by analyzing Authorization Checks.
- Troubleshooting user access through authorization error analysis (SU53, SU56) and System Trace (ST01).
- If needed, then work with Functional, BASIS, and Network teams to troubleshoot complex access problems.
- Monitor and maintain user ID through User Information System (SUIM) - created monthly audit reports.
- Worked extensively with SE01, SE09 & SE10 in managing mass transport.
- When in need, helped on audit logs using SM18, SM19 and SM20.
- When needed, helped with Database and Server monitoring, system back up scheduling through Monitoring Transactions such as SM50, SM51, DB12, DB 13 etc.
- Proficient in working with the tables USR, AGR, and USH.

04/2012 to 02/2014 **Lead Operational Representative**

Bank Of America, N.A. – City, STATE

- Handling Administration Changes, requests that are entered making sure that they are knowledgeable and make sense logically so than the request can be approved.
- Tracing missing authorizations objects using SU53 and recommended appropriate roles for the end users.
- User administration (creating, maintaining, deleting user accounts and assigning roles).

- Managing user login parameters and password parameters.

- Reaching out to the Line of Business when logic does not meet requirements.

- Analyzing authorization problems/errors and implementing appropriate solutions.

- Daily audits of the FACS tool.

- New access request for new bank associates.

- Modify request for existing bank associates.

- Help train new associates.

- Monitor the group Inbox.

- Update Policies and Procedures for FACS Admin & START process.

04/2007 to 08/2011 **Lead Operational Representative**

Bank Of America, N.A. – City, STATE

- Manages customer and client relationships.
- Responsibilities included basic level reporting, customer service support, reviewing and processing transactions, sorting using electronic or mechanical equipment, reconciling, statement rendering and MICR/image.
- User administration (creating, maintaining, deleting user accounts and assigning roles).
- Distribute daily work to meet deadline and goals.
- Identify and implement process improvement opportunities.
- Provide guidance to less experience team member.
- Address and escalates concerns/issues with a sense of urgency.
- Evaluates the consequences of problems and makes recommendations to support the generation of useful, realistic, and effective alternative solutions to problems.

05/2002 to 09/2006 **MBBS Pool Analyst**

LaSalle Bank – City, STATE

- Reviewing Mortgage/loan documents

- Data Entry/Filing

- General Clerical Work

## EDUCATION

2006

**Associate Degree in General Education**

College of Dupage Glen - Ellyn, IL

## Association

General Education