

# JESSICA CLAIRE

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

## PROFESSIONAL SUMMARY

- Overall 13+ years of experience in SAP Basis Administration, SAP HANA DB, Technical Operations & solution architecting on cloud.
- Certified in In-memory architecture and data-management by Prof. Dr. Hasso Plattner's Open University.
- Adhere to the business process and work closely with the different teams/departments to document various issues and create RCA report and submit to the customer.
- Performed security audit on customer systems for SOX compliance.
- Consolidated the information gathering process from various teams by changing the current process of documenting the issues.
- Preparing the RCA documents for customer issues and share the information with SAP board members. (Products and Innovations area).
- 5+ years of project lead role which includes customer escalation handling and people management.
- Experienced in various SAP Technical projects which includes design, planning and support and having excellent analytical & troubleshooting skills, project management, staffing, capacity planning, mentor and coach.
- Expert in estimating TCO and ensure maximum ROI and preparing RFP.
- Participated in the design, implementation, and support (go-live, post go-live) of SAP projects.
- Experienced professional in SAP HANA DB installation, upgrade and performance tuning.
- Knowledge of project lifecycle phases of software development, functional design and technical specifications, data conversion, performance tuning, mentoring, and end user training.
- Experienced in landscape setup for SAP partner products (ISV) implementation & integration with SAP products.
- Conducted SAP Technical administration trainings for internal & external teams.
- Delivered sessions on SAP HANA capabilities at SAP TechEd,Bangalore in the years 2011, 2012 and 2013.

## WORK HISTORY

### Senior SAP Technology Consultant, 10/2015 - Current

Publicis Groupe – Philadelphia, USA

- Investigating RCA (root cause analysis) for the HEC (HANA Enterprise Cloud) customers and providing a detailed report of the issue and the fix both with the P&I board members and customers.
- Run security audits on customer systems.
- Coordinating between different technical teams which includes various applications, network and operating systems to find the root cause of the issue.
- Analyzing the HANA DB and provide solutions to the issues.
- Supporting the RCA team in getting the issues resolved.
- Through analysis of the customer systems and propose best practices to the customers.
- Supporting escalated customers and ensure all the issues are addressed and customer is confident of the solution.
- Analyzing the landscape design and propose new solutions to the customer requirements.
- S/4 HANA and SAP HANA training and support.

### Senoir HANA database consultant, 2014 - 09/2015

Verizon Communications – Helena, USA

- Primarily focused in SAP HANA database administration, architecting and solutions at the customer location.
- As a SAP HANA COE, design, setup and support the technical architecture of the SAP HANA landscape and operations.
- SAP HANA revision implementation; upgrade planning, execution and support.
- SAP HANA performance analysis, tuning, troubleshooting and Providing RCA to the issues encountered.
- De-escalation architect (DEA) for the projects in escalation handling by coordinating between teams with different skills and working towards solving customer issues on-site.
- Experienced in Replication, backup and recovery, High Availability, Disaster Recovery and Table distribution in SAP HANA.
- Involved in multiple SAP Implementations, upgrades & production support roles, over various flavors of SAP applications running on different operating system and database combinations.

### Services Quality Senior Specialist, 07/2011 - 2014

SAP Labs India – City, STATE, India

- Performed installation of SAP ERP ECC 6.0 on AIX, RED HAT Linux platforms with DB2 9.5 Database.
- Create business process documents for differnt products and review them.
- Prepare technical specification docuemnts for implementation projects.
- Installed and Supported SAP Solution Manager on AIX on DB2 Database.
- Involved in the landscape and project planning for the new projects (Upgrade planning, new dimension product implementation).
- Executed a daily basis administration task in SAP and OS systems.
- Topic owner from India for all software logistics tasks such as Transport delivery, daily auto imports, pre-imports & Takt/Sprint based imports.
- Mentoring new colleagues in the team to scale them up for our daily operational tasks and make them work independently.

### SAP basis Technical services professional, 2011 - 07/2011

IBM – City, STATE, India

- SAP basis technical project planning, resource allocation and reporting the progress to the stakeholders.
- Planning and execution of administration activities like system upgrade, support pack update, database refresh, system copy.
- Scoping the project and execution of the project plan.
- Support the senior managers in capacity planning and cost analysis.
- Co-ordination between teams for successful execution of the project.
- Preparing RFP for new projects.

### SAP Basis Project Lead, 04/2007 - 2011

Wipro Technologies – City, STATE, India

- Project lead for SAP account, responsible for business growth, technical consultation for various customer projects both on-site and remote.
- Architect the SAP ERP upgrade projects.
- Involved in business discussions and prepared project scope using ASAP methodology.
- Involved in billing related activities along with technical tasks.

### Senior Software engineer, 01/2006 - 04/2007

Bristlecone India – City, STATE, India

- Installation and configurations of SAP systems on various OS and DB combinations.
- Prepared the system landscape design, documentation preparation for the projects.
- Local Client copy, Remote Client copy and Maintaining R/3 clients Exporting and Importing of Table Data through r3trans Define Roles & create authorizations with the SAP R/3 Profile Generator.

### Software Engineer, 02/2005 - 10/2005

IBM Global Services – City, STATE, India

- Created users and assined roles.
- Supported security related issues and educate the customers with the authorization process.
- Troubleshooting systems and performance related issues.

## SKILLS

C, C++, SQL, PL/SQL

Operating Systems: UNIX, Windows, Linux, Solaris.

Database Systems: SAP HANA, Oracle, MS SQL.

Applications: MS Office (Word, Excel, PowerPoint, Project), Remedy

Self-study: SQL script, HADOOP, BIGDATA, IoT., Content

marketing.

## EDUCATION

Bachelor of Technology (B-Tech): computer science and Information Technology, November 2003

JNT University - Hyderabad