

JESSICA CLAIRE

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EDUCATION

University of Maryland
Baltimore, MD

B.S: Information Systems Business Management and Decision & Information Systems
Information Systems Business Management and Decision & Information Systems

University of Delhi

Diploma: Accounting
Accounting

PROFILE

- A highly motivated professional with over 15+ years of broad experience in the SAP Basis Administration, SAP Business Objects and Data Services spanning multiple industries
- Proven leadership skills of handling multiple SAP Basis teams and providing direction to successful SAP installation and help resolve any issues to provide deliverable on time and within budget; demonstrates excellent work ethic and quantity of work; dedicated to providing the highest quality of work; uses time effectively and efficiently
- Solid foundation of the SAP Basis concepts Experience with Installation S/4HANA and configuration of Fiori
- Strong Analytical and Collaborative skills

WORK HISTORY

Accenture - Sap Basis Consultant
Alexandria, VA • 11/2016 - Current

Working as SAP Basis Consultant and providing support and administration of SAP systems for various customers systems across North America and internal D&A systems.

Dickinson & Associates Internal SAP Landscape Support, Administration & Installs:

- Installed multiple S/4HANA 1610 systems
- Installed S/4HANA 1709 system & Front End Server for S/4HANA 1709 system for internal employee training on how to configure Fiori and to learn new features that come with S/4HANA 1709
- Configuration of Fiori Launchpad on multiple S/4HANA 1610 system
- Installed and configured Hana 1.0 system
- Upgraded Hana 1.0 database to 2.0 sp2 on a Proof of Concept Hana Database Tenant system
- Installed and configured the Saprouter for internal D&A SAP landscape
- Installed and configured Solution Manager 7.2 (LMDB, Maintenance Planner, SLD etc.) for all the internal D&A systems
- Participated in multiple SAP Workshops for Hana migration and installing a DEMO system for S/4HANA 1610 /1809 system's
- Implemented a proof of concept install of multiple sap instances on the Hana Tenant Database system successfully Installed Hana Cockpit 2.0 as a central HUB of administration for all the Hana Database's in the D&A Landscape
- Successfully completed upgrades of multiple SAP systems using the Maintenance Planner successfully
- SAP support for our SAP maintenance customer's
- Upgraded multiple Hana Databases from 1.0 to 2.0 sps2
- Implemented and configured multiple S/4HANA systems with Fiori with embedded / Gateway Hub scenarios
- Participated in 10STEPS2S4 work shop conducted by SAP for its partners where we did a SUM/DMO migration from ECC 6.0 EHP6 to S/4HANA 1809 FPS00 successfully
- Implementing GRC 10.1 for all our internal systems
- Perform yearly System Measurement Audit for our Maintenance customers using USMM & SLAW

Dickinson & Associates Customer Projects:

- Implemented S/4HANA 1610 FPS01 3 system landscape with Hana Database 2.0 sp2 for a new SAP customer implementation
- Configured Fiori (SSL enabled) with SAML authentication which requires setup of Web dispatcher, Front-end server (NW 751 Innovation Package), ADFS / Azure AD and Back-end server (S/4HANA 1610 FPS01)
- Installed and configured Hana 2.0 cockpit
- Installed and configured Solution Manager 7.2 (Maintenance Planner/LMDB/SLD) for the customer
- Installed and configured the Saprouter for the customer landscape
- Installation of SDI (Smart Data Integration for replicating tables from on-premise systems to Hana Cloud Platform)
- Installation and configuration of Cloud Connector
- Configuring Sap Cloud Identity Authentication to work with Microsoft Azure AD for user authentication
- Installing and configuring a 2 system landscape for SLT (DMIS 2011 SP13)
- Conducted multiple sizing projects for large customers for there ERP landscape
- Upgraded the whole SAP landscape for one of the customers from ECC 6.0 EHP4 to ECC 6.0 EHP7 (DEV/QA/PRD) successfully
- Successfully completed OS/DB migration for a Customer Production going from Windows 2008 server / Windows SQL 2008 to Windows Server 2012 / Windows SQL 2012 Enterprise
- Implemented Principal Propagation setup between Cloud Platform and on-premise back-end system successfully

Albany International Corporation - Sap Basis Administrator
Albany, NY • 07/2007 - 09/2016

Worked as SAP Basis Administrator with Itelligence, Inc and provided support and administration of SAP systems for various customers across North America and Germany

Industry: Manufacturing/Service, Cincinnati OH

Project Description/Scope: Installing / Administration of SAP ECC, BI, CRM, SCM, Content Server, Data Services, Live Cache, MDM, SAP Netweaver Gateway, XI

Role: SAP Basis Administrator

Responsibilities/Deliverables:

- Performed SAP Support pack, kernel and EHP upgrades for the above mentioned solutions
- Provided 24/7 monitoring for all the SAP solutions using our IT.Admin system
- Monitored progress of SAP Basis execution recording and advising team members and management on issues and needed adjustments
- Performance tuning based on SAP Early Watch reports for e.g. Improved the query response times by 40 to 60% on data sets of 1000000+ rows and billions of records
- Management of the support team during Go-Live Successfully implemented the Data Services in spite of no SAP documentation and the fact that this product was very new in the SAP eco-system, I delivered the project within the given time and budget through numerous hours of research on SAP Forums and collaborating with various other team members. Recognized for my efforts and work on this project by the Team lead and the client

Industry: Processing, Huron SD Project

Description/Scope: Remote Administration of SAP ECC, Solution Manager 7.0

Role: SAP Basis Administrator

Responsibilities/Deliverables:

- Performed SAP Support pack, kernel and EHP upgrades for the above mentioned solutions
- Provided 24/7 monitoring for all the SAP solutions
- Performance tuning based on SAP Early Watch reports
- Helped in successfully migrating the ERP Production to a newer hardware
- Maintained SAP Saprouter certificate's for connectivity to Sap Service Market place

Industry: Restaurant, Boston MA

Project Description/Scope: Remote Administration of SAP ECC

Role: SAP Basis Administrator

Responsibilities/Deliverables:

- Performed SAP Support pack, kernel and EHP upgrades for the above mentioned solutions
- Provided 24/7 monitoring for all the SAP solutions
- Migrated the current SAP 3 system landscape from Windows server 2003 / Sql Server 2005 to Windows server 2012 / SQL Server 2012
- After migration of the SAP landscape to the new hardware there were no Basis related issues and the downtime of the production system was reduced 80% as compared to 50%

Ram Precision - Network Administrate and Application Developer
City, STATE • 2005 - 07/2007

Solely Managed the IT Department with the following Responsibilities

- Desktop Application and Network support
- Server Configuration and Maintenance
- User Account and Profile Management
- ERP/Manufacturing responsibilities (Global Shop ERP system for Manufacturing)
- Maintenance of LAN & WAN (Ethernet hardware and cabling)
- Development of Intranet Applications using PHP, JScript & Dream weaver 8
- Developed and implemented complex Internet and Intranet applications on multiple platforms
- Provided continued maintenance and development of bug fixes and patch sets for existing servers and network equipment
- Ensured network, system and data availability and integrity through preventative maintenance and upgrades.
- Managed firewall, network monitoring and server monitoring both on- and off-site
- Proposed options for performance improvement of existing servers and network equipment