

# Jessica Claire

📍 100 Montgomery St. 10th Floor    📞 (555) 432-1000    ✉️ resumesample@example.com

## PROFESSIONAL SUMMARY

Accomplished professional with 27 years of experience including SAP BASIS Administration, Server Administration on Windows and Linux platforms. Major strengths problem solving client application issues, communication skills, prioritizing workload and meeting deadlines.

## SKILLS

- Organization and Time management
- System upgrades
- Technical Analysis
- Self-motivated professional

## WORK HISTORY

### SENIOR SAP BASIS ADMINISTRATOR 10/2019 to CURRENT

#### Amick Brown, Llc | Plano, TX

- Over 5 years of technical experience in SAP BASIS Administration, this includes S/4 HANA, BW/4HANA, NetWeaver ABAP/JAVA stacks, BW, ECC, GRC, Solution Manager and BODS.
- Migrate SAP ECC to S/4 HANA 1809 SP03, greenfield implementation to MS Azure Cloud from Qurate On-Premise Data Center.
- Responsible for all SAP Front End Software upgrades and deployment to Global SAP clients. Upgraded 1,100 SAP clients from SAP GUI 7.50 to 7.60 and SAP Business Client 7.0. Deployed, Analysis for Office(AO), Computer Based Test Automation(CBTA), Business Explorer(BEx). This included planning, configuration, regression/ functional testing, coordinating software deployments, writing communications and instructions for clients. Maintain SAPUILandscape configuration on NAS storage.
- Single Sign-On SSO Administration. Migrated from Centrify SAP SSO to SAP SSO 3.0 using AD and SPNEGO configuration.
- Create and maintained Jira tasks, creating Service Now Changes, Firewall and NSG requests and partnered with SAP App Dev, Unix Admins, DBA's and PWC to implement S/4.
- Acted as backup to project manager by hosting meetings, updating JIRA tasks, updating daily status report, escalating Service Now requests to various Infrastructure Departments.
- Proficient in using SPAM, SAINT, SUM, SWPM, SAPInst tools for install and upgrade SAP systems.
- Azure Cloud - NSG rules for connectivity
- SAP HANA Administration and Operations - HANA Studio, HDBSQL commands to create user accounts, assign roles and providing audit reports.
- Configured SAP Servers to connect to Stonebranch for SAP Job scheduling and MOVEit for file transfers between SAP and non-SAP systems.
- Onboarded 17 employees/contractors 2020-2021 which included submitting access, software and hardware requests. Provided training and documentation on SAP systems, JIRA, Service Now, Workday, EPM, Compliance and Audit procedures. Acting as lead contact for team of 11 BASIS contractors.

### SAP BASIS ADMINISTRATOR 04/2016 to 09/2019

#### Albany International Corporation | Kaukauna, WI

- Performed SAP Basis Administration tasks such as SAP installation, upgrades - Kernel, add-ons, enhancement & support packs; client copy, performance analysis, memory/buffer management, spool administration, database backup/recovery, system copy/refresh, root cause analysis and troubleshooting. SAP Printer configuration on Xerox AltaLink C8055 PS and HP5MI Check Printers.
- Transport Management System configuration (STMS) and performed daily transports.
- Maintain SAP BASIS US/German on-call schedule in MIR3.
- Fulfilled Internal Audit, KPMG and SOX requests for evidence.
- Responsible for annual SAP ECC Disaster Recovery Tests.

### ITCSC CLIENT SERVICE CENTER TECHNICAL SERVICE ANALYST 08/2011 to 03/2016

#### Qurate Retail Group | City, STATE

- First point of contact to respond to clients telephone inquiries, email and RESQ concerning support requests, systems status and first level problem diagnosis.
- Coordinate and publish IT Incident Notification Reports.
- Acted as HP Service Manager Knowledgebase Administrator duties including creating and updating Service Desk documentation.
- Reduced escalation of second level support Incidents by improving first level resolution by 20% by creating documentation, making suggestions and engaging in problem-solving activities to support teamwork.

### ENTERPRISE TECHNICAL SERVICES SYSTEMS ADMINISTRATOR 03/2007 to 08/2011

#### Qurate Retail Group | City, STATE

- Primary Server Administrator for US, UK and German websites across 70 Windows servers.
- Primary Server Administrator for Endeca Linux servers.
- Experience with Windows 2003/2008, IIS and Repliweb Migration Deployment Software.
- Responsible for installing and configuring server hardware, Windows OS and various application software.
- Performed conversion of physical servers to virtual using VMWare P2V.
- Installed and configured Commerce servers.
- Work with Application Developers to test and deploy code on web servers.
- Monitor server performance for high volume event days for US, UK and Germany.
- Apply Microsoft Security Patches, HP Support Packs and keep all servers PCI compliant.
- Create hardware/software quotes for Capital and Proof of Concept projects.
- Responsible for the renewal and installation of VeriSign and Microsoft Self Signed Certificates for the Web Farm, Survey.qvc.com and qvcextra domain.
- Provide after hours on-call server support.

## EDUCATION

Diploma | Computer Operations 05/1990  
The Chubb Institute, Swarthmore, PA