

# JEAN MAICA M. RAMOS

## SAP BASIS CONSULTANT

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## CAREER OVERVIEW

An IT professional with over 4 years of experience as SAP BASIS Consultant, skilled in SAP monitoring, transport management, SAP notes implementation, and end-to-end incident handling; has a strong technical, analytical, and problem-solving skills.

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## EDUCATION

Bachelor of Science in  
Information Technology  
ACLC College of Calapan | 2018

institution in the Philippines, I play a pivotal role in ensuring the stability, security, and optimal performance of the organization's SAP systems.

## SKILLS

- SAP ECC, BW, SOLMAN
- SAP SCM, Fiori
- SAP S/4 HANA
- OS: Linux, Windows
- Database: DB2, HANA, Oracle

### Key Responsibilities:

- Managed and maintained SAP landscapes;
- Conducted system installations, upgrades, and patch applications as required;
- Configured and monitored SAP security settings to safeguard sensitive healthcare data;
- Proactively identified and resolved performance issues to ensure uninterrupted healthcare operations;
- Monitored SAP systems for issues and anomalies, taking prompt corrective actions when necessary;
- Worked closely with healthcare IT teams and external partners to align SAP solutions with the institution's needs; and
- Maintained comprehensive documentation of SAP configurations, changes, and processes.

## CERTIFICATION

SAP Certified Technology  
Associate - SAP HANA 2.0  
September 2022

## EXPERIENCE

### SAP BASIS Consultant

Indra (Jan. 2023 - Present)  
As a SAP Basis Consultant for the leading and most respected healthcare

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## **SAP BASIS Consultant**

DXC Technology (Jul. 2022 - Jan. 2023)

As a former SAP Basis Consultant at one of Europe's foremost consumer electronics retailers, my role was instrumental in maintaining the robustness and efficiency of the organization's SAP systems.

### **Key Responsibilities:**

- Performed system installations, upgrades, and patch applications to ensure that the SAP environment remained current and secure;
- Identified and resolved performance issues to enhance the responsiveness and efficiency of the SAP systems;
- Developed and implemented robust backup and disaster recovery strategies to protect invaluable business data and ensure the continuity of retail operations;
- Worked closely with various IT teams and external partners to align SAP solutions with the retailer's unique business needs; and
- Maintained thorough documentation of SAP configurations, changes, and processes which helped to promote best practices in SAP BASIS administration

## **SAP BASIS Consultant**

Accenture (Jul. 2019 - Jul. 2022)

As a former SAP Basis Consultant at a prominent American-Dutch company, known for its ownership of renowned beverage brands, my primary responsibility was to ensure the stability, security, and optimal performance of the company's SAP systems.

### **Key Responsibilities:**

- Managed and maintained the SAP landscapes, this involved tasks such as system installations, upgrades, and patch applications, guaranteeing that our SAP environment remained up-to-date and secure;
- Identified and resolved performance issues to ensure the seamless operation of our business processes;
- Worked closely with cross-functional teams to swiftly address technical challenges and system anomalies; and
- Maintained thorough documentation of SAP configurations, changes, and processes which helped to promote best practices in SAP BASIS administration.

In recognition of my dedication and contributions to the company, I earned a well-deserved promotion 2 years and 5 months in the role from an Associate title to an Analyst title.

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