

Subha Sri Maddela

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PROFESSIONAL SUMMARY

- SAP Basis Consultant with over 1 year of experience managing **ECC 6.0** and **S/4 HANA** systems across development, QA, and production environments while working at Accenture.
- Adept at performing daily system **monitoring**, client **administration**, system refreshes, and infrastructure support within **ITIL**-based processes.
- Experienced in troubleshooting **runtime errors (ST22)**, monitoring work processes (**SM50**), job statuses (**SM37**), and resolving lock and output issues (**SM12, SP01**) to ensure smooth operations.
- Proficient in managing transport requests via **SE01** and **STMS**, ensuring accurate deployments between **DEV, QA, and PROD** systems following change control procedures.
- Regularly engaged in HANA database monitoring (**DB02**) and backup validation (**DB14**), contributing to overall landscape health and audit compliance.

WORK EXPERIENCE

SAP Basis Consultant

August 2022 – July 2023

Accenture, Bangalore, India

- Supported **SAP HANA** database operations, including system monitoring, performance tuning, and **backup validation** in coordination with **DBA teams**.
- Handled SAP Basis tasks such as user administration, **RFC** configuration, transport management, system refreshes, and **patch updates**.
- Participated in **full-cycle SAP** upgrade and patching activities, supporting planning, **cutover**, validation, and **post-go-live monitoring**.
- Provided technical input and implemented **change requests** following established **ITIL-based** change management procedures.
- Collaborated with **cross-functional** teams to resolve technical issues and escalate unresolved problems to senior **BASIS** experts as needed.
- Conducted system **performance analysis** and fine-tuning, ensuring **optimal system** response and resource utilization.
- Maintained detailed **documentation** of all system activities and change requests to ensure traceability and **audit compliance**.
- Participated in **on-call support rotation**, ensuring quick resolution of **production issues** and **minimized downtime**.
- Contributed to **GRC security** reviews and user access changes involving **debug authorization** and **elevated access validation**.
- Drove process improvements within the SAP Basis support model, including **automation** of recurring monitoring tasks and improved **transport workflows**.

SKILLS

SAP Platforms: SAP ECC , SAP S/4 HANA, SAP NetWeaver, SAP BW, SAP ERP, SAP Portal

SAP System Administration: Client Copy, System Refresh, Transport Management (STMS), Kernel Upgrades, Patch Management, SAP HANA Administration, Background Job Scheduling, Performance Tuning (ST02, ST03N, SM12, SM21, SM66)

Databases: SAP HANA, Oracle, SQL Server, MaxDB (Basic RDBMS Management & Monitoring)

Operating Systems: Linux, UNIX

SAP Security & GRC: User Administration (SU01, SUIM), Role Management (PFCG), SoD Analysis, GRC Access Control (ARA, ARM)

Project & Lifecycle Support: SAP Upgrades, Support Packs, Cutover Activities, Post-Go-Live Support, On-Call Rotation Tools

Platforms: SAP GUI, SAP Logon Pad, SAP Solution Manager, SAP Fiori Launchpad

Additional Skills: Microsoft Excel, JIRA, Confluence, Documentation & Audit Support, SLA Compliance, Team Collaboration

EDUCATION

Master's in Information Technology and Management, University of Texas at Dallas

May 2025