**SANJAY KUMAR JHA**

**E-Mail:sanjay.jha741@gmail.com, sanjay.sapinfo@gmail.com**

**Phone: +91-9008409813/ +91-9561320524**

**SAP BASIS Consultant (8.4 Yrs), Accenture, Bangalore, India**

***#IT Operation Senior Analyst*** *(SAP BASIS Consultant, Accenture, handling client ENEL, Italy based company, worked at client site in Italy for 1 month and understand all the huge SAP landscape and now providing L2/L3 support the same from Bangalore, India)*

***#Deputy Manager – IT*** *(SAP BASIS, Zuari Agro Chemicals Ltd., KK Birla group company, Goa, India)*

SAP Basis Modules~ Users Security, Authorizations, Backup/Restoration/System Refresh/Kernel Upgrade, Oracle/AIX File Systems ~IT Infra /Assets Management ~IT Operations (SAP Technical and Functional module)

**Versatile, high energy driven professional, targeting assignments with an organization of high repute**

**PROFILE SUMMARY**

* An **M.Tech.** (Regular through GATE from NIT Kurukshetra, India in Electronics & Communication Engineering) professional with **over 8 years** of experience in:

**~ IT Infra/Assets Management ~ IT Operations (SAP Basis module) ~ SAP (Oracle, AIX)**

**~ Vendor Relationship Management ~ Design & Development ~ Liaison & Coordination**

**~ Project Management ~ Technical Solutions ~ Server Maintenance**

* Currently with **Accenture, Bangalore, India, Senior Analyst in IT Operation (SAP BASIS Consultant)**
* Proficient in handling client, managing IT department in all respect like supporting users, SAP users in sales regions/plant, **IT Asset Management, Server Management, SAP backup/restoration/system refresh/kernel upgrade, SAP users’ role/profile creation/deletion license expiration, measurement, SAP router maintenance,** nursing Database Oracle, Operating System AIX, File systems/space management, SAP server database start/stop/client export/import/cluster maintenance, developing the standard **policy for SAP as well as for IT.**
* Hands-on experience in **solution manager** activities, **training, and transport request management** and so on
* Proven skills in **coordinating and interacting** with **key business users, project stakeholders, technical team** and **functional consultants for gathering functional requirements**
* A dynamic individual with zest to life, knowledge and sound understanding of technology,
* Highly adaptable, keen to learn new technologies quickly and give my best to organization.
* Customer oriented team player with proven record of delivering the creative and cost Effective solutions to business problems, rewarded so many times.

**CORE COMPETENCIES**

* Developing the standard policy for SAP as well as for IT and the procedure for backup and recovery for SAP & other application and SAP (Z-reports), any process / procedure, legacy application, SAP ECC/BW/EP landscape, RFC connections and so on.
* Monitoring performance of SAP implementation like latest **SAP patch updation** (tax slabs, HR issue and so on), latest SNOTE, kernel updation, language installation, PAM matrix in SAP service market place.
* Sustaining **SAP server landscape** i.e. DEV-QAS-PRD of ECC, BW and ESS portal and RFCs among them, and day to day **transport requests** among the entire client
* Nursing **Database oracle** and file system, table space, ABAP dump, SAP jobs monitoring etc.
* Designing of security architecture, naming conventions and processes in compliance with the **SAP user IDs/roles /profiles** and mapped them to transaction code according to business process requirements
* Maintaining **SAP router license**, SAP server maintenance i.e. maintain SAP file system, table space, paging space, archive log space, creation of VGs/LVs, mount points, NFS of mount point’s, to **upgrade Kernel, Router, BRTOOLS, R3trans, TP etc at OS** level and so on

**ORGANISATIONAL EXPERIENCE**

**Accenture India Pvt. Ltd., Bangalore since Feb’16**

**As Senior Analyst – IT [working on new project ENEL, Italy]**

**Zuari Agro Chemicals Ltd., Goa, India (The K.K Birla Group) Aug’12-Feb’16**

**As Deputy Manager-IT (SAP BASIS Administrator)**

**MSPL Ltd., Karnataka, India (Mining Co. The Baldota Group) May’08-Aug’12**

**As SAP BASIS Engineer- IT**

**Key Result Areas:**

* Managing **IT Infrastructure**, **Data Centre, Server Hardware/ Software Maintenance (FMS), SAP BASIS Jobs, backup, restoration client copy, SAP function support, SAP end user support** as well as taking care of **server connectivity, congestion, service market place** and so on
* Maintaining **SAP role matrix** for users by providing **SOD/SOPs & documentation** of change request management of SAP and other applications, FMS server with related to hardware related issue and **SAP user license (USMM, SLAW, LICENSE\_ADMIN**, **for ECC, BW and Employee Portal (EP)**
* **SAP client copy / refresh, export/import, full / incremental backup/restore for DC/DR**, restoration of backup at DR if archive gap between DC and DR, remotely managing the DR as well as users Incident/Problem.
* Organizing the track of IT asset like **SAP user’s license holder, printer, desktop, laptop and scanners**, making monthly **MIS report** for the systems like **SAP user/role/profile creation/deletion, critical authorization, downtime of servers, hardware health, IT assets** and so on
* Supporting end users in all IT respect i.e. **SAP Authorizations/security**, **user/role/profile maintenance, ECC, BW & EP, printers and other IT assets** and so on
* Monitoring the database **space statistics, alert log, load balance**, system **performance tuning**, **runtime error**, taking backup and restoring through tape/disk or **Tivoli (TSM management)**
* Nursing OSS connectivity, secured area place, early watch report, system health check, performance tuning, **sap service market place activity and Disaster Recovery (DR)** processes
* Designing, Developing and maintaining **single roles, composite roles**, **Master and Derived** roles and Securing roles by Organizational levels such as **company code, plant, cost centre, profit centre, purchasing organization** FI/MM period closing/opening and so on for different SAP Modules like **SD, MM,PP, PM, QM, HR, FICO, BW, Solution Manager and enterprise portal7.0** for SAP Implementation

**Highlights:**

* Maintained the DR site server with well replication (sync with DC) and performing the DR drill every year
* Worked on SAP Migration projects and IT infra i.e. Chassis/blade of server, hardware related issue, most active member in regards of purchase and knowledge of compatibility of the server
* Successfully dealt with **fresh SAP installation** when our ECC quality server was crashed, performed the main role since start to decided memory space / size requirement, purchased hardware, new P6 server, chassis, created SAP VGs/LVs, mount point, space distribution and so on, and implementing SAP for company’s sub-branch, **migrated the data of our 9 SAP servers** from old to new server in the year 2013

**ACADEMIC DETAILS**

* **M.Tech. (ECE) regular National Institute of Technology, Kurukshetra**, Haryana, India, in 2008 with CGPA 7.2.
* B.Tech. (ECE) regular from NCCE, Panipat, Kurukshetra University, Haryana, India, in 2004 with 64%.
* 12th from Govt. School, CBSE, Pitampura, New Delhi, India, in 1996.
* 10th from Govt. School, CBSE, Avantika, New Delhi, India, in 1994.

**PROFESSIONAL EXPERIENCE**

**PROJECT #1**

**Client** :ENEL-Italy

**Role** : SAP Basis Consultant

**Duration** : April 2016 to till date

**Environment** : SAP ECC, Net weaver, DB Oracle, BIW, SRM, CRM, PI, EP, Solution Manager [all element with all oldest to latest versions are present as ENEL has one of the largest SAP database, huge SAP landscape, around 400 SAP server/systems (SIDs/hostname/IPs), around 70TB database, two datacentre (Italy & Spain), around 40,000 SAP IDs etc..

**RESPONSIBILITIES:**

* First me and my team visited the client site Italy to understand the client SAP landscape and workflow and worked there for 1 month.
* During that 30 days visit to Italy, we have taken the KT from client.
* There I have done 18 system copy restore using various methods like data copy files or BRRestore or VVR methods depend on the size of the data or the location of the data centre, with pre/post standard/non-standard activities including BW related post activities.
* Language Installation, add-on/ web-dispatcher/ gateway installation, web-dispatcher installation
* Kernel upgrade, support package upgrade and SSL certificate request
* Transport management from application level as well as OS level
* After confirmation from client, we are supporting the same including the below day to day activities from Bangalore:
* System copy, DB Refresh, kernel upgrade, Language installations, SP upgrade etc.
* Scheduling Online and Offline backups, DB start/stop
* Creating and Opening the OSS connections as per requirement, SAP Note implementation
* Space management of file systems, table space from BRTOOLS
* Downloading the required software and support package
* Monitoring work processes and server statuses from time to time
* Scheduled standard background jobs periodically
* Day to day monitoring of systems and reporting to the Management
* Monitoring Background jobs, re-scheduling, cancelling long running jobs
* Creating and assigning roles to users, monitoring Logged Users locally and globally
* Creation of Single and mass users/roles, utilizing SU53 to optimize missing Authorization
* Creating and testing the RFC destinations, monitoring SAP printers and system hardware
* Monitoring activities like system status, analysing system logs, system traces, ABAP dumps, SAP System Buffers and Database Buffers, workload analysis, maintaining SAP profile parameters

**PERSONAL DETAILS**

Date of Birth: January 10th, 1978

Permanent Address:  Dhanga West, Kaluahi, Madhubani, Bihar-847229

Languages Known: English, Hindi & Maithili