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**SUMMARY:**

- 10.5 years of experience as an SAP HANA Consultant and SAP BASIS Transition SME including Installation, Upgrade, Security, monitoring, troubleshooting with a focus on delivering SAP solutions for business issues. Good experience on different platforms of databases and operating systems
- Full Cycle implementation for SAP HANA migration to Google Cloud Platform (GCP)
- Handson for network and firewall related process
- Experienced in System landscape design, Instance design and optimization, performance tuning and load balancing.
- Performed installation / upgraded ABAP and JAVA systems in ECC 6.0, EP 7.0, PI 7.30, 7.1, BW 7.30, 6.0, and Solution Manager 7.2/7.1 in Windows & Unix OS versions and Oracle DB versions.
- As part of Support activities, experienced to STMS Administration, Client copy, OSS operations, BRTOOLS operations, Background Job Administration, System Monitoring & Fault Management, SLD Configurations, SMD Agents installations, Backup configurations, Language Installations, Time zone update configurations, Pro-active basis table cleanup for efficient data management, Apply OSS notes. Tweak Profile parameters, & identify performance bottlenecks, within Network, Database.
- Worked on agile methodology using tools like ADO
- Worked ServiceNow for incident management and change management process.
- Extensive experience in all SAP systems Securities administration activities including SAP HANA administration, Operating Systems Administration including space management, monitoring, performance tuning and security.
- As part of SAP Security activities, experienced with User management, license administration, Role Maintenance, Authorization trace evaluations, transporting authorizations and Setting up CUA, and working with Central User Administration.
- SAP SME for 1. Performance troubleshooting, 2 SAP Upgrade issues, 3. Printer configuration & troubleshooting for Label and office printer, 4. Solution Manager related setup and configuration for EWA reports, technical monitoring, ICMON, & Job monitoring configuration.
- Experienced in Database administration activities (HANA, Oracle, MSSQL, MaxDB) – Backups/Restoration, Table space administration, managing data dictionary objects, log archiving, sap-reorgs and log analysis for troubleshooting. Hands on experience with SAP Hana 2.0, Backup, Recovery, & Administration, Performance tuning.
- Completed comprehensive training on SAP Business Technology Platform (BTP) covering cloud integration, database management and advanced analytics. Demonstrated proficiency in developing, deploying, and managing SAP applications on BTP with enhancing enterprise digital transformation capabilities.
- Experience supporting & implementing SAP HANA 2.0 which includes Database Administration, Performance tuning, Backup & Recovery, Setup Restore policy, User-Administration. Troubleshooting and Diagnosing traces.
- Experience in SAP Disaster Recovery exercise, End to End restore of SAP System landscape with point in time recovery.
- Experience in engagement and co-ordination between multiple Basis, application teams, Infrastructure support partners to facilitate smooth day to day support and new implementation activities.

**AI/Agentic Project Development:**

- Engineered an AI Chatbot (leveraging LLM, LangChain, and RAG) specifically for SAP HANA troubleshooting, resulting in quicker analysis and expedited issue resolution.
- Developed and deployed a specialized AI Assistant for Product Owners and Product Managers to streamline access to process documentation and SOPs, improving workflow efficiency.

**SAP BUSINESS SUITES:** SAP HANA 2.0ECC 5.0/6.0, SAP BI 7.3 7.4, BW for HANA, SCM 7.0, BOBJ 4.0, PI 7.3, EP 6.0/7.0/7.3, SAP NetWeaver 04/04s, XI 3.0, PI 7.0/7.1, CRM 5.0/7.0, Solution Manager 7.0/7.12, 7.2 NetWeaver 7.01

**OPERATING SYSTEM:** SUSE Linux, Windows NT, Windows server 2008 R2 until 2016, RHEL 5/6, AIX 7.1, 7.2, 6, Solaris 9.0/10.0, HP-UX 11i v3.

**DATABASE:** SAP HANA 2.0, Oracle 12c, 11g, MS-SQL 2012, 2008, DB2 9.1, HANA 1.0, 2.0

**EDUCATION DETAILS:** Completed B.Tech in Computer Science In Information Technology in 2011 from Jawaharlal Nehru Technological University.

**EXPERIENCE:**

**Deloitte Support Services India Pvt.Ltd.**

**Role: Senior Analyst (SAP HANA Admin)**

**Duration: August 2021 to till date**

## **RESPONSIBILITIES:**

- Working as SAP HANA admin for SAP HANA Sidecar platform (3 Tier 3 Node Distributed HANA Database)
- SME for SAP TPO recommendation and implementation
- Responsible for creation of SOP for landscape finetuning
- Leading initiative, recreational activities, and fun activities.
- Leading weekly connects for ongoing project discussion.

## **PROJECT:**

**Client: Deloitte US Member Firm**

**Role: SAP HANA Admin**

**Environment: SAP Native HANA 2.00.052, SLES 15 SP2, SAP BODS, SAP SLT F D, SAP BOE, FIORI**

### **Roles and Responsibilities:**

- Provide SAP HANA support for HANA 2.0, SPS07 Multi Node Database and engaged in migration from On-Prem to Google Cloud Platform (GCP) implementation. HANA sidecar platform supports 5 platforms and 200 downstream application teams which connect through various method such as Odata, ODBC client, API, Direct, BODS jobs
- Successfully completed the migration of the HANA production environment to google Cloud platform (GCP) along with hyper care
- Led firewall whitelisting processes and addressed multi-cloud connectivity challenges.
- Worked on Active Active Read Enabled configuration (AARE)
- Worked on Technical Performance Optimization recommendation for better performance
- Co-ordinated and assisted in SAP HANA vulnerability patches, SP upgrades, Hardware Migration, DIMM replacement and OS Patching activities. (Quarterly/Monthly).
- Provide support for yearly BCP test in coordination with 150 plus applications
- Collaborate with Data and Analytics solution applications
- Compatibility checks for the HANA analytics on upcoming windows versions E.g.: Windows 10 22H2 upgrade testing
- Monitor HANA Studio, OS level crab tab and Dynatrace alerts for smooth transition.
- Co-ordinate for Overlay activities for Global and HANA sidecar systems which also includes replication of heavy tables such as ACDOCA and BSEG
- Preparing RCA for all Major incidents which also includes SAP incident management
- Implemented service account creation process by using ServiceNow service catalogue form creation
- Support during Period End activities for application teams
- Support performance testing in non-production system for all new projects before production deployments
- Initiate performance enhancement activities which include to understand memory bottlenecks and significant memory utilization by tables.
- Troubleshoot the cause of Out of Memory events in production and follow until closure with the application users.
- Review configuration parameters in the Production and Non-Production systems

**CTRL S Datacenters, Hyderabad India.**

**Role: SAP HANA CONSULTANT**

**Duration: September 2019 to July 2021**

### **Responsibilities:**

- Worked on high availability systems
- Installation of ECC 6.0 EHP6, EHP7 and NW7.0 on Oracle DB
- Installation of S/4 HANA 1610, 1709
- HANA Replication configuration
- Kernel Upgrade
- Revision and client upgrade
- St/Pi and St/Api patch updates
- SAP router renewal
- DAA and DAC installation
- Config tool parameter change
- Configured ADS and troubleshooting
- Installation of Solution Manager 7.2 on ASE Sybase 16.0
- Performed Pre and Post installation activities
- Worked on Client administration like client copy, export/Import
- User Administrator like creating user, deleting, Unlocking, Password resetting
- Configured SAP transport management system (TMS) for the system landscape using STMS(Setting up Transport Routes)
- Start/Stop applications – Mobile platforms, content server, BOBJ, Open Text, Cloud Connector
- Created the logon groups, RFC connections
- Performed kernel upgrades, SPAM/SAINT upgrades

- Apply SAP notes using SNOTE
- Generating developer access keys and object access keys
- Upgrading support package using SUM tool
- Installation and configuration of HANA studio
- Monitoring all HANA system in the landscape
- Establish remote connections to SAP support
- Database administration, extending table space, restoring, and scheduling backups
- User master export and import
- Worked with BRTOOLS for DB related activities and table space administration like adding the data files
- Performed DBREFRESH activity for R/3 systems with Oracle and HANA
- Performed the SYSTEM Copy using SAPinst
- Downloading support packs from Market place

#### **Wipro InfoTech Mumbai**

**Role:** Associate Consultant

**Duration:** May 2015 to August 2019.

**Responsibilities:**

- SAP Basis Transition SME & Support for the new clients in India
- Backup resource for West region client
- Create/Modify the SOP for Unified Transition Portal as per SAP Standard
- Support new project in recruiting SAP Basis L1
- Lead team weekly connect for ongoing project discussion.

#### **PROJECT # 4**

**Client:** Arvind Lifestyle Brands Limited

**Role:** SAP Basis Consultant

**Duration:** May 2016 – July 2019

**Project:** Support

**Environment:** SAP ECC 6.0 EHP4, EHP7, PO, BO, BW, SOLMAN, HP UX, AIX, Windows

**Roles and responsibilities:**

- Primary focal support for onsite (head office), warehouse and external end user for SAP issues.
- Primary support representative for on call and for any major SAP incidents.
- Coordinate and work with infrastructure teams to resolve SAP issues.
- Setup, configure and troubleshoot SAP printers.
- Experienced in trouble-shooting SAP connectivity issues for intranet and extranet user/application.
- Analysed and resolved user security/authorization issues.
- Configure Integration with SAP ECC – PO, ECC—BW, ECC—Solman, and with Non SAP system.
- Troubleshoot performance issue of AS-Abap and AS-java application system.
- Setup and configure EWA report, implement suggested improvements.
- Performed post installation activities like Stop/Start of SAP Application Servers, Background Jobs, maintained Database level Parameters.
- Create new clients and performed client copy as per requirement using SSC4 and SCCL
- Configured TMS across the system landscape.
- Configured SAP Router and installed SAP License.
- Configured the Printer, monitoring to ensure output is correct.
- Applied support packages, Add-ons and S-Notes.
- Performed Kernel Upgrade.
- Maintained SAP Profile Parameters.
- Created Users in SAP landscape according to the requirement.
- Setup SCOT configuration, worked and coordinated with infrastructure team to setup smtp server as per SAP standard.
- Analyzing ABAP dumps and checks the performance at R/3 level, Operating System level & Database level.

#### **PROJECT # 3**

**Client:** TATA Power Mumbai

**Role:** SAP BASIS Consultant/Transition SME

**Duration:** OCT 2015- April 2016

**Project:** Transition & Support

**Environment:** SAP ECC 6.0 EHP7, BI on HANA, PI, BO, CRM, EP, Solman, TREX, AIX, Hp UX, Linux, Windows

**Roles and Responsibilities:**

- Scheduling and Monitoring the Background jobs, database monitoring, maintaining OSS connections
- Completed DR drill for ECC servers,
- Handle DVM requirement from SAP AG

- Setup GRC RFC for Integration of NW on HANA.
- Run report for Hana Migration check list, to perform Basis table cleanup and setup technical preparation steps for Upgrading BW system to BW on Hana.
- Download Patches for Hana DB using HDBLCM cockpit, & install Hana Patches using HDBLCM.
- Weekly offshore team connect for process fine tuning
- Performed post installation activities like Stop/Start of SAP Application Servers, Background Jobs, maintained Database Level Parameters.
- Daily Scheduling the RUNSTATS job to adjust the DB Table Space's.
- Changing Log directory path in DB level.
- Analyzing ABAP dumps and checks the performance at R/3 level, Operating System level & Database level.
- Analyzing Lock entries which are locked for long time and finding the update records.
- Imported Transport Requests in quality and production systems.
- Understanding the landscape from all aspects.
- Document all the backup Strategy.
- Document Transport Management System.
- Understanding the RFCs of all the system to give understanding to offshore team
- Performance tuning of all system by evaluating the EWA report.
- Identifying the Risk in the landscape.

## **PROJECT # 2**

**Client: Infinity Retails Pvt Ltd (A Tata Product) Mumbai**

**Role: SAP Basis Consultant/Transition SME**

**Duration: Aug 2015- Oct 2015**

**Project: Transition & Support**

**Environment: SAP ECC 6.0 EHP0, CRM, BI, BO, PI, Solman, AIX, Windows**

**Roles and responsibilities:**

- Document configurations of SAP System Landscape
- New store roll out user id administration
- Configured the Printer, monitoring to ensure output is correct
- Applied support packages, Add-ons and S-Notes
- Performed Kernel Upgrade
- Maintained SAP Profile Parameters
- Activities related to user maintenance
- Understanding the landscape from all aspects
- Scheduling and Monitoring the Background jobs
- Document all the backup Strategy
- Maintained Automatic REORG parameter for single Table Space which has rapid growth.
- Created new Clients and performed Client Copy across the system landscape.
- Configured TMS across the system landscape.
- Configured the Printer, monitoring to ensure output is correct.
- Document Transport Management System
- Understanding the RFCs of all the system to give understanding to offshore team
- Integration with non-SAP system with the landscape
- Performance tuning of all system by evaluating the EWA report
- Transition presentation to Customer

## **PROJECT # 1**

**Client: State Bank Of India (SBI)**

**Role: SAP Basis Consultant/Transition SME**

**Duration: MAY 2015- JUL 2015**

**Support: Transition & Support**

**Environment: SAP ECC 6.0 EHP4, BI, BO, PI, EP, Solman, HP UX, Windows**

**Roles and responsibilities:**

- Document configurations of SAP System Landscape.
- Manage EP server with 20app server which manage 2 lac portal users
- Understanding the landscape from all aspects.
- Document all the backup Strategy.
- Document Transport Management System.
- Understanding the RFCs of all the system to give understanding to offshore team.
- Integration with non-SAP system with the landscape.
- Performance tuning of all system by evaluating the EWA report.
- Identifying the Risk in the landscape.

- Document the observations.
- Performed post installation activities like Stop/Start of SAP Application Servers, Background Jobs, maintained Database level Parameters.
- Created new Clients and performed Client Copy across the system landscape.
- Configured TMS across the system landscape.

**-Mohammed Salman**