

RESUME

AMAN KHANNA

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Synopsis

I am a Graduate from Delhi University with 8+ Years of experience in BPO services in various processes including US Payroll and taxation laws. I have working experience in Sap –Basis Administration as an SAP Basis Consultant from last 60 months at Waddaya Solutions Pvt Ltd.

Work Experience:

- Currently working as an Sap Basis Consultant in Waddaya Solutions Pvt Ltd at Kaushambhi, Ghaziabad, Angel Mega Mall and providing support services to employees of **MTIL** At Ghazipur New Delhi & **WKS** remotely as its a Kenya client.
- Worked as an Officer with RBS group of services in a web chat process from January 21st, 2013 to September 23rd, 2014 at Gurgaon Infinity tower in Cyber City.
- Worked as a Team Member in Bank of America web Chat process with AON Hewitt for 15 months at Gurgaon Sector -42. Process was related to US Payroll and HR administration.

Job Profile for SAP Basis Consultant role

- Providing support services in an Sap Basis administration to all employees of Metenere ltd from the month of August 2015 till the present time located near Ghazipur Container Depot, N.Delhi Database – MS-SQL Server 2008 R2(MTIL) & Sybase (WKS), Operating System – Windows NT (MTIL) & Suse Linux (WKS)
Sap Gui – SAP ECC 6.0 Version in MTIL & EHP7 for SAP ERP 6.0 in WKS
 - a.) Installation of WSD and WSQ at Waddaya Solutions Pvt. Ltd.
 - b.) Resolved T-code authorization and Missing object Authorization related issues
 - c.) TR movement between the Landscape from Dev to Qas and Qas to PRD.
 - d.) All user's password reset request and new user creation request.
 - e.) Generating EWA report from Solution Manager Weekly.
 - f.) Monitoring of Production Server of MTIL on daily basis.
 - g.) Make changes in configuration of Backup of all three servers as required by client.
 - h.) Maintaining required space for auto backup of log files in all 3 servers (Dev, Qas and PRD)
 - i.) Maintain license updation after every 3 months as required by system.
 - j.) Analyze dumps using ST22 t-code and cancelled jobs using SM37 t-code in all three systems.
 - k.) Unlock users whenever requested by any users through email.
 - l.) Take offline backup whenever required by stopping instances for all three servers due to maintenance in IT on their request.
 - k.) Kernel upgrade and SNote implementation using Sap Portal.

Job Profiles for BPO's Experiences

- Handled web chats to resolve customer queries related to online banking related issues, current account and saving accounts related issues in a web chat process of RBS.
- Handled web chats to resolve queries related to HR Admin, Health and Welfare, Payroll and Timekeeping for the employees of Bank of America in AON Hewitt using Peoplesoft.

Educational Details :

Academic Qualifications

- Graduation in B.com(p) from Delhi University (1997-2000)

Professional Qualifications:

- Completed one year E-Commerce course from Webcom Technologies, Vikas Puri Centre, New Delhi-110018

Strengths:

Efficient Communication Skills, Analytical skills, US Client handling, Computer skills – MS-Office, Databases – MS-SQL Server 2008 R2, Sybase, Operating Systems – Linux and Windows

Hobbies :

Music listening and Internet surfing, playing snooker and pool.

Personal Details :

Father's Name	Mr. R.C. Khanna
Date of Birth	27.11.1978
Marital Status	Married

Date: _____
Place: _____

(AMAN KHANNA)