**[himajohnson257@gmail.com](mailto:himajohnson257@gmail.com)**

[**https://www.linkedin.com/in/hima-johnson-3a9b9186**](https://www.linkedin.com/in/hima-johnson-3a9b9186)

**+919633320110**

HIMA JOHNSON

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| Accomplishments | * **SAP Certified Technology Specialist - SAP S/4HANA Conversion and SAP System Upgrade 2020** * **Microsoft Certified: Azure Fundamentals** |
| Skills & Abilities | * SAP BASIS administration, HANA DB administration * System Copy, SAP System Installation and Post Installation steps, Solution Experience System (Customer Demo) and S/4 HANA system setup * Software upgrade, SPAM/SAINT update, OCS Package Import via SPAM and ST-A/PI Addons Installation using SAINT * Hotfix Deployment and Emergency Patching * System Performance Tuning and Troubleshooting * HANA Administration including monitoring, Backup and Recovery, Security and Authorization, HANA System upgrade, License administration |
| Professional Experience | Cloud Operation Expert, SAP Labs India **1st Jan 2017 - Present**  **Provisioning**   * Responsible for the Installation, Configuration and Support of S/4HANA Cloud Systems * Additional country implementation and extension of scope items in Customer Q and P system. * Configured ADS for Cloud Systems.   Performing system refresh for solution experience systems (Customer Demo)   * Familiar with various SAP tool such as SAP Service Provider Cockpit, TIC, Citrix in-depth knowledge on how to use. * Performing Q to P Transport Movement in Customer Systems   **Upgrades**   * Experienced in release Upgrade of 500+ S4HANA Cloud Systems every quarter & applying Hotfix collection and Emergency Patch Bi-Weekly * Performed Kernel upgrades for S4HANA Cloud Systems   Work closely with development teams to assist in designing the infrastructure and environment for new SAP implementation.   * Performed Support Pack Upgrades, Version Upgrades and Emergency Patch Deployment and E2E quarterly upgrades of S/4HANA Cloud Customer Systems starting from 1702 until 2005 release changes. * HANA upgrade to 2.0 SPS05 * Lifecycle change project and Business Change Project Q to P Transport Movement in Customer System.   **Incident Management**   * Addressing customer incidents and service requests regularly. Analyzing System logs, ABAP dump, Performance Issues. * Monitoring and resolution of Customer Health Check Incidents/Availability and performance alerts. * Ensuring Availability & Usability as expected by Customers in accordance to SLAs.   **HANA Administration**   * HANA release and support pack upgrade/update. * Experienced in HANA Database administration on a regular basis including backup and recovery. * HANA database performance analysis Performance Tuning of developed HANA models and Consistency Checks was performed for all systems across the landscape. * Performed Backup and Recovery of Tenants using different File/Snapshot methods, Creation and deletion of Tenants HANA Security & Authorization  SAP Basis Consultant, ACCENTURE **September 2015 – December 2016**  **Responsibilities**   * Experience in SAP Implementation (including fresh System Builds), Maintenance, Monitoring and Troubleshooting * Support package upgrade using SPAM and SUM Tool * **ERP –**Complete Installation of ECC 6.0 (ABAP) including Pre -Installation and Post Installation activities, Support Pack upgrade, Post Configuration, Patch and Addon Component installation, TMS, CTS+ setup, RFC Connection setup, SAP router setup, Performance Tuning, and connected through HANA Database * Performed ECC 6.0 Administration - Daily System checks, DB and Application Tuning, Monitoring SLD logs and Maintenance by updating Kernel, Support packs, installation of enhancement packages * SAP Marketplace activities like Developer key, Access key generation, OSS connections maintenance, software downloads, co-ordination with SAP with various SAP incidents. * Performed Homogeneous System Copy * SAP Note Implementation and SCOT Configuration * Kernel Upgrade (ABAP) & Knowledge on RKS Procedure * Complete database administration including monitoring, log analysis, backup, planning calendar, data archiving, update, and DB operation monitor. * Strong experience inSAP client Administration (Production, Quality, Development) including client creation, authorization, Export/Import.  SAP Basis Consultant **October 2014 - September 2015**  **Responsibilities**   * SAP Client maintenance (Local and Remote Client Copy, Client Creation, Change specific settings, RFC destinations, Logon Groups, ports & Partner Profile maintenance) * System performance monitoring and troubleshooting: Work processes, overview, Operating system related issues, Spool and Print Management, checking system logs, Update Statistics, System Lock entries, background job administration * ABAP Performance Tuning - Memory Management, Generating Traces like SQL Trace, ABAP Trace, Activities like System response time, CPU utilization, Workload Analysis, Operation Modes and Logon load balancing * Supported HANA system movement from physical to virtual as part of optimization. Daily monitoring activities include (user management, assigning roles, importing delivery units, HANA license, HANA memory management, backup administration, and DBACOCKPIT). * Setup, scheduled and monitored batch jobs and interfaces, analyze and created Batch job Triggers, analyze and schedule jobs by class priority for Interface updates, Background Job Processing and Monitoring. * R/3 Profile Generator to create, generate and assign authorization profiles to users * Complete database administration from SAP including monitoring, backup, planning calendar, archiving administration and other DB02, DB12, DB13. * Experience in User and group creation * Performed Linux administration * Managed SAP architecture and landscape. |
| Education2010-2014 | BTech Computer Science & Engineering  Mahatma Gandhi University |