**GULAM**

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**Personal Profile**

* **Over 16+ years** of qualitative IT experience which includes **10 years** of diversified experience in managing SAP system landscape on 24 X 7 production support.
* Presently associated with ALHAMRA real estate Company, Ras al Khaimah, UAE as a SAP Administrator, worked with SAP India pvt.ltd. As a partner consultant for implementation at Delhi Transco ltd, and KRIBHCO Ltd. at Delhi and Noida locations and IFF, USA based client.
* Worked on maintaining SAP system landscape for High Availability on Linux, AIX, HP-UNIX and Windows platforms with Oracle Real Application Cluster (RAC) and DB2 and SYBASE DB.
* Adopt in analyzing information system needs, evaluating client requirements and custom designing solutions and troubleshooting problems in the system.
* *Hands on experience on Sybase Database management including backup and recovery of Sybase ASE 15.7.*
* *Hands on experience 0n Oracle Database upgrade & SAP system upgrade on Windows and HP-UNIX platforms on high availability environment.*
* *Hands on experience on Oracle ASM migrations from existing OSFS/EXT FS based databases.*
* An effective communicator with excellent interpersonal, analytical and relation building skills with proven track record of utilizing process-oriented approach towards accomplishment of organizational goals.

**SAP Technical Skills and Core Competencies**

**SAP System and DB Upgrades on High availability systems.**

* Experience of 4 full cycle implementation including ALHAMRA GROUP SAP IMPLEMENTATION.
* Installations of different SAP ERP(200/6.0/EHP4/EHP5/EHP6), Net weaver Products (BI, EP, BOBJ-PC), Solution Manager on flavour of UNIX & Windows operating systems on Oracle and Sybase DB.
* Upgrade of R/3 Enterprise 4.7 to ECC 6.0 EHP4 on Linux and oracle 10g Real Application Cluster environment.
* Upgrade of Oracle 10g CRS to Oracle 11g CRS on Linux and Windows environment.
* Upgrade of Oracle 10g database to oracle 11g on real application cluster on Linux and Windows environment.
* Done Oracle RAC conversion of Non-RAC Oracle database to maintain the High-availability of the systems.
* Upgrade of SAPCTL V4 to SAPCTL V6 to maintain high availability of SAP system.
* EHP Upgrade of ECC, PI, BI and solution manager systems on Linux and Oracle RAC environment on Linux platform
* Performed Heterogeneous migration of ECC and Net weaver systems, followed by EHP2 & EHP5 upgrades.
* Upgrade APO 3.1 to SCM 5.0 on Windows platform.
* Upgrade R/3 Enterprise 4.7 to ECC 6.0 EHP4 on HP-UNIX platform.
* Upgrade BIW 3.0 to BI 7.0 on HP-UNIX platform.
* Upgrade Solution Manager 4.0 to Solution Manager 7.0 EHP1 on Windows platform.
* Upgrade Oracle 9i to Oracle 10G on Windows and HP-UNIX platforms.

**SAP System Installation and Management**

* Installation of ECC 5.0/6.0/6.0, SCM 5.0, Live Cache, BI 7.0 and Solution manager 4.0/7.0 EHP1
* Maintenance of SAP R/3 Enterprise 4.7, ECC 5.0, ECC 6.0, APO 3.1, Live Cache, SCM 5.0, BW 3.1, BI 7.0 and Solution Manager Systems.
* Good knowledge of maintenance of SAP in High availability environment.
* **Administrating SAP Web AS ABAP including:** User management, Role maintenance, Profile maintenance, Background job scheduling & administration, Spool administration and Error analysis.
* **Software Logistics:** Including setting up System Landscape using TMS, Change Request Management using Transport Organizer, Client Management using client tools, Installation of Support package stacks.
* **Workload Analysis:** Including SAP performance monitor, Memory management, Analysis and Tuning of SQL expensive statements, Analyzing and Tuning Table buffering.
* **Database Administration** tasks and monitoring using SAP tools and transactions.
* **Database Administration** (Sybase ASE 15.7, Oracle 9i, 10G and 11g) using BR\*Tools includes: Performing database backup, restore and recovery according to backup strategy. Storage Management includes tablespace administration and reorganization.
* **Database Restoration & recovery** done on Linux, HP-UNIX and windows platform with minimal downtime.

**Organisational Experience**

**Since September 2012 at Alhamra real estate development, Ras al Khaimah, UAE.**

**As a SAP Administrator**

**Client: AL Hamra Group, Ras al Khaimah, UAE**

**Working as a SAP Administrator BASIS**

Worked on Installation, setup and production support of entire SAP infrastructure for AL Hamra group at UAE location as an In-house SAP BASIS ADMINISTRATOR

**Key Deliverables**

* Installation of ERP, BI, CRM, BOBJ-BPC system landscape on Sybase DB and AIX high availability environment.
* SAP success factor integration by using interface Dell Boomi.
* SAP FICO Payment gateway integration with Bank portal for payment automation.
* SAP CRM integration with Call centre by CISCO & interface AMC.
* Continuously involved & independently handling Basis activities in SAP system minor & major enhancement projects based on customer requirement.
* Database maintenance and configuration of automation of backups through DBACOCKPIT.
* Configuration of ADS, Printers, solution manager for entire system landscape.
* OS Migration of Sybase based SAP systems from Windows to AIX environment.
* Configuration of End user systems for BOBJ-BPC access, like installation of client tools for dashboards, Business explorer and Query designer.
* Restoration and recovery of Sybase database in case of corruption/disaster for databases on AIX environment.
* Ensure 24 X 7 system uptime.
* Database Refresh upon user requirements.
* Review system health checkups on daily, weekly and monthly basis of generated reports in different layers of system like OS, Database and SAP application.
* Follow ITIL processes like change management, incident management etc.
* Coordinating and communicating with internal departments of Network Support, Server Support and IT Security for defining and adhering to processes as per the company policies and client requirements.

**April'2010 – Sep’12 at SEAL INFOTECH, Hyderabad**

**As SAP BASIS Consultant**

**Client: Krishak bharti co-operative ltd, India**

**Key Deliverables**

* Installation, Monitoring and maintenance of Database and Central instance on Windows and HP-UNIX platform.
* Installation, Monitoring and maintenance of Application servers (Dialog instance) on HP-UNIX and Linux platform.
* Ensure 24 X 7 system uptime.
* Performing system health checkups on daily, weekly and monthly basis and generating reports in different layers of system like OS, Database and SAP application.
* Troubleshooting the SAP GUI and BEx related queries of end users.
* Installation of Database patches on Windows and HP-UNIX platforms.
* Database upgrade and SAP system upgrade of entire system landscape with minimal downtime.
* Support package installation and bringing all systems in the system landscape to the same patch level.
* Database Refresh upon user requirements.
* Sap kernel upgrade in all SAP systems.
* Background Job management includes monitoring background jobs and troubleshooting.
* Spool administration and Printer setup in SAP, Daily and Weekly print queue monitoring and solving end user printing problems.
* Monitoring database health and its file system size and tablespace administration.
* Coordinating and communicating with inter departments of Network Support, Server Support and IT Security for defining and adhering to processes as per company policies.

**Client: Delhi Transco ltd.Delhi India**

**Key Deliverables**

* Worked on the cases which include end user problems.
* Created and maintained user master records, password management and authorization maintenance & troubleshooting.
* Support package installation and bringing all systems in the system landscape to the same patch level.
* Client Refresh using client export-import method upon user requirements.
* Sap kernel upgrade in all SAP systems.
* Background Job management includes monitoring background jobs and troubleshooting.
* Printer setup in SAP, Daily and Weekly print queue monitoring and solving end user printing problems.
* Performing system health checkups on daily, weekly and monthly basis and generating reports in different layers of system like OS, Database and SAP application.
* Monitoring database health and its file system size and table space administration.
* Documented the various tasks performed on daily, weekly and monthly basis for the system monitoring.

**Sep'2009 – April’2010 at Transteq software solutions**

**As SAP BASIS CONSULTANT.**

**Client: National aluminium company (NALCO), Bhubaneshwar, India.**

**Key Deliverables**

* Installation, upgrade and maintenance of system landscape on high availability environment.
* Database upgrade and SAP system upgrade of entire system landscape with minimal downtime.
* System/database refresh of RAC DB to Non-RAC DB upon client requirement.
* Configuration of RMAN and split mirror backup for databases of huge size.
* Restoration and recovery of Oracle database in case of corruption/disaster for RAC and Non-RAC databases on Windows and Linux environment.
* Ensure 24 X 7 system uptime as per the SLA.
* Review and monitor the activities like SAP Kernel upgrades, Support package installation, database patching and troubleshoot whenever required.
* Review system health checkups on daily, weekly and monthly basis of generated reports in different layers of system like OS, Database and SAP application.
* Follow ITIL processes like change management, incident management etc.
* Preparing RCA for high severity incidents.
* Coordinating and communicating with internal departments of Network Support, Server Support and IT Security for defining and adhering to processes as per the company policies and client requirements.

**Nov'2006 – August’2009 at View Software Technologies**

**As SAP BASIS Support CONSULTANT.**

**Client: Medha Servo Drives, Nacharam India.**

**Key Deliverables**

* Installation, upgrade and maintenance of system landscape.
* System/database refresh of RAC DB to Non-RAC DB upon client requirement.
* Review and monitor the activities like SAP Kernel upgrades, Support package installation, database patching and troubleshoot whenever required.
* Review system health checkups on daily, weekly and monthly basis of generated reports in different layers of system like OS, Database and SAP application.
* Follow ITIL processes like change management, incident management etc.
* Preparing RCA for high severity incidents.

**Aug'2002 – April’2005 at Global link communication, DUBAI**

**As IT Sales & Support.**

**Key Responsibilities**

* Worked on the onsite maintenance and troubleshooting of Laptop and Desktop computers, printers and network which include end user problems.
* Installation and maintenance of software & hardware of end user systems.
* Documentation of day to day activities and processes.
* Coordination with end user for the maintenance & sales support.

**Education**

* **Bachelor of Computer Science (B.Sc.) in year 2000 from OSMANIA University, Hyderabad India.**
* **Diploma in Oracle developer & programming in 2001(6 months)**
* **Diploma in Java programming in 2001 ( 6 months)**
* **Diploma in Hardware & Networking in 2002 ( 1year)**