Sai Hitesh Mangaiahgari Radhakrishna

SAP BASIS Consultant

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# Objective

Certified Professional **SAP BASIS Consultant** with overall **8 years of experience** in system administration, upgrades,and performance optimization. Skilled in ensuring seamless SAP landscape operations, managing end-to-end system upgrades, and resolving critical issues within SLA. Passionate about contributing to dynamic team environments by delivering innovative solutions that align with organizational objectives.

# Professional Summary

* I have completed my **Master's** degree in **Computer Science** at **Stevens Institute of Technology, Hoboken, New Jersey, USA,** with a **GPA of 3.6 on a 4.0 scale,** earning 30 credits as required.
* Working as a Sr. Sofware Engineer in **Sumitomo Mitsui Banking Corporation** from Nov 2023 to Nov 2024 under the employer of DSSC Consultancy.
* Worked as a Sr. Associate Consultant in **Robert Bosch GmbH** from Jan 2023 to Aug 2023.
* Worked as an **Software Engineer** in **Bosch Global software solutions India Pvt Ltd** from August 2019 to July 2022.
* Worked as an **Associate Software Engineer** in **Robert Bosch Engineering and Business solutions India Pvt Ltd** from August 2018 to July 2019.
* Worked as an **Junior Intern** in **Path-front IT Consultancy Services** from Jan 2017 to July 2018
* Good Knowledge on SAP Landscape, Transport management and System Installations.
* Performed HANA Upgrade from HANA 1.0 to HANA 2.0.
* Performed End to End S/4 Hana Upgrade from 1610 to 2020.
* Built some Sandbox systems and performed system copy with Production data.
* Expertise in handling the incidents & providing resolution without SLA breach.
* Applied support packages and performed SAP kernel upgrade.
* Handling problems detected during monitoring of production systems.
* Ability to communicate effectively with customer and other teams to resolve the issues.
* Good at System profiles, Operation modes & performance monitoring from GUI and OS Level.
* Good interpersonal skills, effective communication, presentation, and team player with team building capabilities.

# Software Expertise

**SAP Products:** SAP ECC, SAP S/4 Hana, BW, BPC, BOBJ, SAP Solution Manager 7.2

**Database Technologies:** Oracle, SAP HANA **Operating Systems:** HP-UX, WINDOWS, SUSE-LINUX **Backup and Recovery:** SAP Hana Studio, SAP brtools

# Education

|  |  |  |
| --- | --- | --- |
| **2014- 2018** | **Bachelor of Engineering: Computer Science of Engineering** | **8.00 GPA** |
|  | Saveetha School of Engineering – Chennai, India |  |
| **2023- 2024** | **Master of Science: Computer Science of Engineering**  Stevens Institute of Technology – New Jersey, United States of America | **3.6/4.0 CGPA** |

 **Accomplishments**

* Received Outstanding Performer award, 2020 during my tenure in Bosch Global Software solutions India Pvt Ltd.
* Received Spotlight Award and Round of Applause Award for solving critical tasks in on-time.

# Certifications

Microsoft Certified : Azure Fundamentals in Cloud Computing Amazon - AWS Database Migration Certified

Certified in SAP BASIS and SAP Netweaver Training

Certified in SAP Overview & SAP Basis Administration Training Certified in SAP Basis and Hana Administration

**Project 1 Sumitomo Mitsui Banking Corporation Nov 2023 –Present**

# Professional Experience

**Employer** DSSC Consultancy

**Client Name** Sumitomo Mitsui Banking Corporation

**About Client** SMBC, a leading Japanese bank with over 400 years of history, operates in more than 40 countries with total assets exceeding $88 trillion and is headquartered in Tokyo. It offers a comprehensive range of services, including corporate, institutional, and investment banking, guided by core values of integrity, customer focus, innovation, speed, quality, and teamwork. SMBC is committed to sustainability, diversity, equity, inclusion, and leverages advanced digital tools like Satana for data analysis and visualization.

**Role Played** Senior SAP Consultant

**System Environment**

**Responsibilities**

Operating System : Linux/Unix, Windows Database : Oracle 11g,HANA Database Supported Systems : ECC, CRM, SRM, BW, PI

* Involved in the project development and 24x7 Production Support in maintaining the Servers efficiently.
* Daily monitoring of the Production, Quality, and Development servers.
* Performed Digitally signed note implementation in development systems.
* Start and stop SAP systems.
* Applied the support packs for ABAP systems using SPAM/SAINT
* Worked on Regular incidents, Security vulnerability notes and closed them with in SLA.
* Import of certificates through STRUST.
* Applying OSS notes by using SNOTE transaction.
* Configured the RFC connections and source system connections.
* Registering developers in SMP and Generation object keys.
* Transport Management: SAP & Solman charm transports.
* SAP HANA and Monitoring HANA administration console.
* Worked on SAP Security tasks like user creation/Deletion or unlock of users, Security Audit log settings, Role Comparison checks.

**Project 2 Robert Bosch GmbH Nov 2021 –Aug 2023**

**Employer** Robert Bosch GmbH

**Client** Robert Bosch GmbH

**About Client** Robert Bosch GmbH is a German multinational engineering and technology company headquartered in Gerlingen. Bosch's core operating areas are spread across four business sectors: mobility (hardware and software), consumer goods (including household appliances and power tools), industrial technology (including drive and control) and energy and building technology.

**Role Played** SAP Basis Consultant

**System Environment** Operating System : Linux/Unix

Database : Oracle 19C, HANA Database Supported Systems : ECC , S4 HANA, MDM, BW

**Responsibilities**

* Leading two clusters as SPOC and taking care of the mails and Incidents, Requests without any issues or delays.
* Performed EHP Support pack upgrade.
* Performed NetWeaver upgrade from 7.4 to 7.5.
* Maintenance activity - Start/stop apps and DB via scripts and commands.
* Worked on Regular incidents, Security vulnerability notes and closed them with in SLA.
* Applied Basis Component SAP notes using SNOTE.
* Performed Connection opening in SAP Service marketplace.
* Performed client close and client open, RFC Creation, deletion using Wine tool.
* Performed transport movement to Dev, QA and Production systems.
* Configuration of D-Day jobs Which is used for automatic import of Transports in Production which performs many checks required to perform this Tr import.
* SOA Manager Configuration and performed Addon upgrades using SPAM/SAINT.
* Installation/renewal of SAP HANA database license and renewal of SSL certificates.
* Worked on SAP Security tasks like user creation/Deletion or unlock of users, Security Audit log settings, Role Comparison checks.
* Background Jobs Scheduling via SM36 and ARMT tool (Bosch tool)
* Configured Database connections to Hana and Oracle database from T-code DBCO.

**Project 3 Centrica PIC Sep 2020 –Nov 2021**

**Employer** Robert Bosch GmbH

**Client Name** Centrica Plc

**About Client** Centrica plc is a British multinational energy and services company with itsheadquarters in Windsor, Berkshire. Its principal activity is the supply of electricity and gas to consumers in the United Kingdom and Ireland.

**Role Played** SAP Basis Consultant

**System Environment** Operating System : Linux/Unix, Windows

Database : Oracle 19C, HANA Database

Supported Systems : ECC , S4 HANA, PI/PO, BW,BOBJ,PORTAL,BPC

**Responsibilities**

* + Performed end to end S/4HANA upgrade from 1610 to 2020 in the S4HANA landscape.
  + Performed HANA version upgrade from 1.0 to 2.0 SPS 05 Rev 53 across the HANA landscape.
  + Performed DR drill across production systems.
    - Performed System Refresh Activities on multiple systems in HANA Database (Using SWPM, HANA Studio).
    - Performed multiple Kernel upgrades and oracle client upgrades on Dev/Test/Prod Environments.
    - Performed HANA Row store reorganization & SPS Upgrade for S/4 Hana system.
    - Performed the upgrade of web dispatcher & Backup Scheduling for HANA Environment.
    - Performed parameters update in Hana database during maintenance Activity. EWA Analysis.
    - BOBJ server administration using CMS, stop and start of BOBJ servers.
    - SAP Solution manager operations (EWA Alert configuration, Managed Systems configuration, Alert Setup).
    - Scheduling and monitoring Background jobs, Checking Logs, Periodic Jobs.
    - Performed SAP Service Marketplace Activities like Raising OSS with SAP, managing remote connection.
    - Creation of Developer key and object key.
    - Applying OSS notes by using SNOTE transaction.
    - Performed Security related activities like User creation, Password reset, User locking/unlocking.
    - Prepared SOP for System Refresh steps for Hana database.

**Project 4 Walgreens boots Alliance Feb’ 2017 – July 2020**

**Employer** Robert Bosch GmbH

**Client Name** Walgreen Boots Alliance Plc UK

**About Client** Alliance Boots is a multinational pharmacy-led health and beauty group. It has two core business activities - pharmacy-led health and beauty retailing - and has a presence in over 25 countries including associates and joint ventures.

**Role Played** SAP Basis Consultant

**System Environment** Operating System : Linux/Unix, Windows

Database : Oracle 11g,HANA Database Supported Systems : ECC, CRM, SRM, BW, PI

**Responsibilities**

# Declaration

* Involved in the project development and 24x7 Production Support in maintaining the Servers efficiently.
* Daily monitoring of the Production, Quality, and Development servers.
* Performed Digitally signed note implementation in development systems.
* Start and stop SAP systems.
* Applied the support packs for ABAP systems using SPAM/SAINT
* Performed multiple Kernel upgrades on Dev/Test/Prod Environments. Tablespace Extension from OS Level
* Import of certificates through STRUST.
* Applying OSS notes by using SNOTE transaction.
* Configured the RFC connections and source system connections.
* Registering developers in SMP and Generation object keys.
* Transport Management: SAP & Solman charm transports.
* SAP HANA and Monitoring HANA administration console.
* Created SOPs for business processes related to customers systems and network maintenance.
* Monitoring the CPU Utilization, Disk space utilization and memory utilization by using operating system monitor.

I hereby declare that the facts given above are genuine to the best of my knowledge and belief.

**Sai Hitesh Mangaiahgari Radhakrisna**