



Vishal Pendkar

SAP BASIS | SAP HANA | SAP RISE | SAP BTP | Oracle DBA

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Highly effective SAP Solution Architect and Regional Project Lead with 12+ years of expertise in SAP installations, version/EHP upgrades, datacenter migrations, and maintenance/support. Proven track record delivering robust High-Availability (HA) and Disaster Recovery (DR) solutions, alongside expert system administration, configuration, monitoring, troubleshooting, backup & recovery, system refresh, and advanced performance tuning to ensure seamless business operations. Proficient across SAP NetWeaver, HANA, Oracle, DB2, and MAXDB. Complemented by a strong background in service management, project management, and team leadership.

Key Skills & Technologies

- SAP BASIS & NetWeaver Administration
 - **SAP ERP Systems:** SAP S/4HANA, SAP ECC 6.0, SAP CRM/SRM, SAP SCM (APO), Solution Manager, GRC.
 - **NetWeaver Components:** SAP Portal / SAP NetWeaver Portal (EP), SAP BI/BW, SAP EP, SAP Web-dispatcher, SAP NetWeaver Gateway.
 - **Lifecycle Management:** Specialized in SAP installations, version/EHP upgrades, datacenter migrations, and maintenance/support. Kernel upgrade to N-1 version and DB patching and upgrade.
 - **Patching & Refresh:** Expertise in using Maintenance Planner, SUM (Software Update Manager), SPAM/SAINT tool. System Refresh for both ABAP and Java systems. Greenfield implementation of S/4 HANA.
 - **Planning & HA/DR:** Skilled in project planning (sizing, scoping, client/landscape strategy, High Availability/Disaster Recovery strategy). Worked on DR setups for ECC, EP, CRM, CE, and SRM.
 - **Replication:** Experience with SAP LT Replication Server (SLT) for data replication between ECC and sidecar HANA
- SAP BTP Administration
 - **Platform Leadership:** Led SAP BTP landscape administration, managing global accounts, subaccounts, entitlements, and environment configurations (Cloud Foundry, Kyma, ABAP).
 - **Security & Access Control:** Oversaw user, role, and trust setup across BTP, IAS, and IPS, ensuring secure access control and identity federation with enterprise identity providers.

- **Governance & Documentation:** Defined naming conventions, tagging standards, and resource policies for BTP subaccounts; documented BTP landscape topology, connectivity setup, and access management procedures.
- **Connectivity & Integration:** Managed connectivity and integrations via SAP Cloud Connector, destinations, and service bindings for hybrid system landscapes (Foundational knowledge in SAP Integration Suite).
- **Tools:** Proficient in SAP Cloud Connector and SAP Business Application Studio.
- **SAP HANA Administration**
 - **Implementation & Upgrade:** HANA Implementation and upgrade (NZDT) on SUSE Linux.
 - **Administration & Monitoring:** HANA Database Installation, Administration, Scheduling automated weekly data backup. Monitoring Day-to-day performance issues.
 - **Disaster Recovery:** Expertise in HANA DR configuration.
 - **Integration:** Configured HANA connectivity as a sidecar model for ECC; configuring SLT to ECC and HANA for data replication.
 - **Tools:** SAP HANA Studio and SAP HANA Cockpit 2.0
- **Database Administration (Oracle, MAXDB, DB2)**
 - **Core Databases:** Oracle 11g, 12c, and 19c, DB2, MAXDB (Content Server, LiveCache).
 - **HA/DR:** Implemented Disaster Recovery setup using Oracle Dataguard technology.
 - **Maintenance & Upgrade:** Oracle Version upgrades and SBP upgrades using the dbua utility. MAXDB Install and Upgrade. Install and Upgrade of Content Server on MAXDB.
 - **Optimization:** Skilled in database performance tuning (Index Rebuild, Table Reorg). Analyzing long-running queries and optimizing them using Oracle SQL profiles.
 - **DVM & Recovery:** Reduced R/3 database size from 22TB to 19TB via data volume management. Recovering data using Oracle FLASHBACK technology.
 - **Tools:** BR*Tools, DGMGRL, Oracle datapump (EXPDP/IMPDP).
- **Cloud, OS, and Industry Exposure**
 - **Microsoft Azure (Cloud):** Extensive knowledge and hands-on experience in system monitoring, health checks, and resource management within the Azure platform. Proficient in deep OS-level performance monitoring, including the analysis of critical storage metrics such as I/O queuedepth and filesystem IO to diagnose and resolve performance bottlenecks.
 - **Operating Systems (OS):** IBM AIX, Red Hat Linux, Suse Linux, OEL, and Windows.
 - **Industry Experience:** Explicit industry experience in FMCG and Health sectors.

Career Graph

Jun 2024 – Sep 2025	1 Year 4 Months	Accenture Technologies	Manager
Jul 2021 – May 2024	2 Years 11 Months	Accenture Technologies	Associate Manager
Jan 2019 - Jun 2021	2 Years 5 Months	GyanSys Infotech Pvt Ltd	Principal Consultant
Aug 2015 - Dec 2018	3 Years 4 months	GyanSys Infotech Pvt Ltd.	Lead Consultant
Aug 2012 - Jul 2015	3 Years 0 months	GyanSys Infotech Pvt Ltd.	Senior Consultant

Certifications

SAP Certified Professional - Solution Architect | SAP BTP

Technology Associate | SAP S/4 HANA System Administration

Azure Administrator Associate | Microsoft

Technology associate | OS/DB migration for SAP NetWeaver 7.52 SAP

Technology associate | SAP HANA 2.0 SPS06 SAP

Associate | Oracle 11g release 1(1Z051-Oracle fundamentals and 1Z052-Oracle database 11g administrator)

Azure Cloud Fundamentals (AZ-900) | Microsoft

Accomplishments

Star Of The Month | Unilever

Received for exemplary performance in Oracle and R/3 EHP upgrade.

Spot Award Client

Received for Data Volume Exercise in Oracle

Manager Choice Award

Received for PeM for the "Put your client first" competency.

Townhall - Hackathon | Unilever

Won 2nd prize for Rolling Kernel Switch Using LaMa

Education

Post Graduation in Master of Science | December 2010

London Metropolitan University in London

Bachelor of Engineering in Electronics and Telecommunication | January 2007

Jawaharlal Nehru Technological University at Hyderabad

Professional Experience

Accenture Project Regional Lead

July 2021 - September 2025

Project UNite

Key Deliverables:

- Drove operational excellence in SAP BTP administration by streamlining platform governance and implementing standardized operational procedures to ensure stability and efficiency across environments.
- Documented BTP landscape topology, connectivity setup, and access management procedures.
- Defined naming conventions, tagging standards, and resource policies for BTP subaccounts.
- Managed connectivity and integrations via SAP Cloud Connector, destinations, and service bindings for hybrid system landscapes.
- Oversaw user, role, and trust setup across BTP, IAS, and IPS, ensuring secure access control and identity federation with enterprise identity providers.
- Led the SAP BTP landscape administration, managing global accounts, subaccounts, entitlements, and environment configurations (Cloud Foundry, Kyma, ABAP).

Fusion | Unilever Industries

Key Deliverables:

- Led the cloud migration of SAP SNC and ECC from on-premises to Azure, successfully transitioning a heterogeneous environment to the cloud.
- Optimized storage costs through a strategic migration from NFS to AFS, leveraging system usage patterns to achieve a 33% reduction in expenses.
- Managed the Data Volume Management (DVM) project across the entire landscape by targeting top tables and performing comprehensive database maintenance (tuning Oracle and SAP parameters, pruning tables, archiving data, reorganizing databases, and maintenance of disaster recovery servers).
- Performed homogeneous system copies for both ABAP and dual-stack systems using backup restore and export-import processes, ensuring a seamless transition with minimal downtime.
- Managed the migration of the PI/PO system and post-migration activities.
- Upgraded kernels across the entire landscape to the baseline version as part of security vulnerability mitigation efforts.
- Configured Secure Storage File System (SSFS) for BR*tools to comply with CDR requirements.
- Configured High-Availability (HA) setups for HANA and SYBASE IQ Databases.
- Spearheaded ITM task completion and system release to business, guaranteeing seamless delivery and infrastructure performance.
- Drove biannual DR drills, collaborating with multiple teams to troubleshoot problems and identify root causes.
- Implemented an integrated HANA sidecar system with mock post-system refresh and replicated MEC tables for month-end dry runs.
- Provided month-end, quarter-end, half-yearly, and closure support, as well as ad hoc support during classic BW system migration to Cloud B4HANA.

- Ensured timely closure of tickets within SLA and handled incident and problem management for the entire landscape proactively.
- Handled Transport Requests (including Mass Transports in the ECC system) in quality and production environments and performed TMS configuration.
- Implemented/Applied OSS notes/SNOTE and executed GRC Component update (GRCPINW and GRCPIERP packages) as per customer requirements.
- Managed a Business-as-Usual (BAU) team of 15 members to provide regular business support.
- Configured and maintained SAP parameters (including Zero memory management implementation), profile parameters, and audit logs in SAP.
- Monitored SAP file system space and performance and performed necessary action if the file system was full.
- Created and maintained RFC destinations for system monitoring and configured SCOT in the production server for Event notifications.
- Opened the SAP support connection as per the requirement.
- Supported the end users in frontend application (SAP GUI).

HANA Enterprise Cloud (HEC) | SAP

Key Deliverables:

- Ensuring that 92% of critical incidents are resolved within 90 minutes.
- Create weekly and monthly reports summarizing ticket and incident volume, trends, and statistics to aid in root cause analysis and identify proactive solutions to prevent future outages.
- Troubleshoot P2 and P3 incidents in a HEC environment for various customers.
- Effectively managing critical incident management calls by promptly answering calls, gathering information, assessing situations, escalating to appropriate teams, and communicating resolutions to stakeholders.
- PCC analysis of ageing incident tickets

GyanSys
Solutioning Architect

August 2012 - June 2021

Fusion | Unilever

Key Deliverables:

- Upgraded EHP from 6.0 EHP7 to 6.0 EHP8
- Set up standby databases with the primary in the SAP Environment using Oracle Dataguard technology.
- Migrated SAN (512GB LUN resize) using DB switchover and Oracle Dataguard Technology
- Reclaimed unused space in SAN using datapump utilities and online datafile movement (Oracle 12c feature)
- Modified SAP scripts for dropping no logging indexes and parallelized index creation to reduce downtime during BW SAN migration (22TB database)
- Performed HANA upgrade from SPS02 to SPS04 and from SPS05 to SPS06 across the landscape.
- Upgraded DMIS Component in SLT Landscape

- Set up SAP HANA HA & DR systems and synced HANA DR in a sidecar scenario using the RSYNC tool.
- Improved ECC production response time from 1.8ms to 1.2ms by analyzing dialog/database response times, turning DB parameters, and optimizing individual queries.
- Used Oracle Flashback Technology to recover accidentally deleted data.
- Implemented "TDMS" with a time-based reduction method and have hands-on experience.

SAP Responsibilities:

- Held technical ownership for core SAP systems (ECC, SNC, CRM, SLT, HANA) and managed their operational health including monitoring, troubleshooting, and file system housekeeping.
- Managed Disaster Recovery (DR) by executing planning, backup/restoration, and coordinating biannual DR drills.
- Executed Homogeneous System Copies and comprehensive System Refreshes for both ABAP and Java stacks using various methods (backup/restore, export/import).
- Performed system upgrades (Web Dispatcher, kernel, SAP host agent) and installed/upgraded core components (DMIS, ST-PI, ST-API).
- Conducted proactive performance monitoring and workload analysis using CCMS (including alert configuration) and by analyzing buffers, OS, and DB to optimize performance.
- Handled SAP Security Administration by creating/assigning roles with SAP Profile Generator and resolving missing authorizations for various modules (SD, MM, FICO, etc.).
- Managed SAP Spool Administration, configured SAP profile parameters, registered managed systems in SLD, and applied SAP licenses.
- Provided critical closing support for weekend, month-end, and year-end cycles, and coordinated with teams to resolve issues and find root causes.

HANA Activities:

- Installed HANA DB, Client, and HANA Studio.
- Configured SLT for replicating data from ECC to HANA database.
- Applied license for HANA servers.
- Collected thread dumps and analyzed pitfalls across the landscape.
- Configured HANA DR set for a new environment and handling log syncing of replication.
- Upgraded HANA 2.0 SPS04 to SPS05 across the landscape.
- Configured system and database-specific parameters in configuration files.

Oracle Activities:

- Configured and managed Oracle Data Guard using DGMGRL for setup, switchover, and switchback operations, and participated in DR drills.
- Upgraded Oracle versions from 11g to 19c using the dbua utility and applied numerous patchset upgrades and SBP (bundle patches) with the MOPatch tool.
- Maintained Data Guard health by resolving log gaps using multiple FAL servers and detecting/resolving logical/physical corruptions using RMAN.
- Managed archive log and flashback retention by enabling the applied archive log deletion policy (RMAN/scripting) and maintaining flashback logs/restore points.

Operating System Level Activities:

- Trigger archivelog backups from the OS level.
- Monitor system performance using topas.
- Shut down and start up SAP servers as needed.

- Inspect trans logs in case of application startup failure.
- Release space at the file system level by removing unwanted data.
- Change permissions and ownership as needed.
- Schedule jobs in Crontab
- Analyze nmon reports to troubleshoot hardware-related issues in case of system slowdowns.
- Monitor SAP file system space and performance and perform necessary actions to avoid unplanned system outages as part of SLA.

Day-to-Day Activities:

- Provide on-call support and perform SAP system health checks and troubleshooting.
- Handle database refresh and post-refresh activities for both production and non-production environments.
- Perform various database maintenance and optimization tasks, including table reorg (online/offline) and index rebuild for performance improvement, and collecting database/system statistics.
- Manage backup and recovery operations, including triggering archive log backups, performing flash copy validation, and creating backup/standby control files.
- Administer database access and security by changing the password of database/schema users.
- Resolve critical issues by performing RCA and raising OSS messages for errors like ORA-600 and manually shipping/applying archive logs in non-Data Guard environments.