**Raj Kumar Chava**

**Senior SAP Basis, Solution Manager & S/4 HANA Administrators**

**SUMMARY:**

* 16 + years of IT Industry in Solution Manager , SAP Basis, S/4 HANA Administration, Cloud ALM & BTP Administration.
* Extensive experience on multiple SAP Version/EHP/Netweaver upgrades, Implementations, Database upgrades.
* Hands-on experience in handling widespread support of large SAP instances. Strong hands-on Incident Management, Problem Management, and Change Management.
* Solution Manager Implementation 7.2 installation and upgrade, Implementation ChaRM & Solution Documentation End to End Configuration.
* SAP Certified Technology Associate - SAP Solution Manager, Mandatory and Managed System Configuration (7.2 SPS10).

**KEY HIGHLIGHTS**

* Hands on experience in multiple SAP environments (S/4 HANA, ECC, PI, EP, BTP, BW, SCM, BODS, BOBJ, IDM, CRM, MDM, Fiori, Cloud Connector, Solution Manager) requires expertise in AIX, SLSE, Unix, Windows, Oracle and HANA platforms.
* Application (Technical) Monitoring: System Monitoring, Solution Manager Self-Monitoring, Job Monitoring, BI Monitoring, PI Monitoring, ICMON, End User Experience Monitoring, BPMON, DVM and EWA configuration.
* Hands-on experience in SAP BTP integration with on-premises and cloud platforms and administration.
* Hands on Experience in SLT configuration and data replication between SAP and Non-SAP to HANA.
* Expertise in configuring multi-node SAP HANA DB tenants, creation of tenant databases, adding them into Studio, and troubleshooting production issues in an HA environment.
* Experienced in handling technical upgrades on HANA, Oracle on UNIX and Windows platforms for Java and ABAP stacks and DR activities.
* Sizing, Installation, Upgrade, and Configuration of SAP Landscape Monitoring Solutions—SAP LAMA (Landscape Management)
* Worked on SAP System Refreshes.
* End-to-end implementation of Cloud ALM capabilities like Health Monitoring, Integration & Exception Monitoring, Job Monitoring, and Alert Management. Features (Change & Deployment Management), CALM to JIRA, Service Now, Team, and SLACK integration.
* Setting up of subaccounts landscape in SAP BTP for multiple products. Hands-on experience in SAP BTP integration with on-premises and cloud platforms and administration.
* Setup of CTMS for Cloud components.
* SAP BTP user and role administration, role collection mapping towards respective cloud Identity providers (ex: mapping role collection to a user group on SAP cloud IAS tenant.
* Working exclusively for Solution Manager, Focus Run, and Cloud ALM implementations.
* Worked as a SAP Basis and Solution Manager SME and was responsible for being part of the technical advisory team and handling the entire basis project.
* Performed SAP Focused Run 3.0 implementation and integrated with SAP Environment.
* Experience in leading and managing teams. Handled multiple roles from offshore.
* Executed software projects for Aerospace, Automotive, Shipping, Consumer, Communication, Pharmaceutical, and Process industries.

**EMPLOYMENT SUMMARY**

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| Companies | Scope | Clients | Start Date | End Date |
| IBM India Pvt Ltd | SAP Basis, Solution Manager /  Upgrades, S/4 HANA Administration | T-Mobile, Heineken, AIG, Meggitt, AIG, Duetsche Bank, | March 2009 | June 2024 |
| DNDC Infrastructures Pvt Ltd | Windows Server Administration | Super Valu | Oct 2008 | Feb 2009 |

**CERTIFICATION**

SAP Certified Technology Associate - SAP Solution Manager, Mandatory and Managed System Configuration (7.2 SPS10)

Microsoft Certified Solutions Associate – MCSA

**EDUCATION**

Master of Business Administration from Osmania University, (2005) India.

Bachelor of Computer Applications from Kakatiya University, (2003) India.

**EXPERIENCE & PROJECTS**

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| **IBM India Pvt Ltd** | **Duration:** March 2023 to June 2024 |
| **Role:** Solution Manager Consultant | **Service Area:** Implementation/Upgrade/Support/Configuration |
| **Client:**  Heineken (Consumer Products) | **Environment**: S/4HANA2023, Solution Manager, Cloud ALM, BTP, BI, SLT, GRC, HANA, DB, SLES, and Windows. |

* Installation of Solution Manager Greenfield implementation and upgraded to SPS18.
* Implementation of Application Operations - System Monitoring, Interfaces & Connection Monitoring, Job Monitoring, ChaRM configuration in Solution Manager.
* End to end Implementation of Cloud ALM capabilities like Health Monitoring, Integration & Exception Monitoring, Job Monitoring, and Alert Management. Features (Change & Deployment Management), CALM to JIRA, Service Now, MS Teams, and Slack integration.
* Setting up of subaccounts landscape in SAP BTP for multiple products. Hands-on experience in SAP BTP integration with on-premises and cloud platforms and administration.
* Setup of CTMS for Cloud components.
* SAP BTP user and role administration, role collection mapping towards respective cloud Identity providers (ex: mapping role collection to a user group on SAP cloud IAS tenant.
* Responsible for planning, and controlling the new code development and deployment strategy.
* Responsible for defining and roll-out release strategy.
* Schedule the release readiness reviews before deployment and milestone reviews after each release.
* Create plans for the implementation and deployment as per the release schedule.
* Communicate with different teams on the release plans.
* Plan and give weekly updates on the release activities
* Team up with relevant development teams responsible for development and deploy the Transports.
* Schedule the CAB meetings to discuss the release schedules with the team and find roadblocks, if any.
* Lead the Go-Live activities to deploy the software successfully & cut-over activities

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| **IBM India Pvt Ltd** | **Duration:** Oct 2020 to Feb 2023 |
| **Role:** SAP Basis & Solution Manager Consultant | **Service Area:** Implementation/Upgrade/Support |
| **Client:**  T-Mobile (Communications) | **Environment**: ECC, HANA, BI, SLT, GRC, DB2  Sybase, AIX & Windows |

* Worked as a SAP Basis consultant and responsible for production support and upgrades.
* Performed SLT configuration between SAP & Non-SAP systems.
* Handled Go-live/Technical Cut-over activities and provided hyper-care support.
* Hands on experience in SAP Performance tuning, Printer administration and transport management and Sybase database administration.
* Early watch analysis, security notes, OSS Note research, HANA mini checks & implementation.
* Handled Production/Non-Production maintenance activities and monitoring SAP systems.
* Worked on SAP performance issues and on Incident/Problem tickets and change management.
* Hands on experience in handling DR(Disaster recovery) activities and coordinate with all infra team.
* Configured/Streamlined the Technical Monitoring scenarios for Multiple SAP Applications including ABAP, JAVA, HANA & Web Dispatcher.
* Configured and streamlined the BW Process Chain Monitoring & Job Monitoring.
* Configured Interface Monitoring for Idocs, qRFCs, and tRFCs.
* Worked on the Focused Insights Dashboards on Availability & Performance-related data.
* Worked on the integration of Solution Manager System Monitoring with PowerBI.
* Worked on the integration of System Monitoring, IC Mon alerts to Digital Operations which is a cloud platform tool from IBM.
* Worked and fixed the issues on the PowerBI existing Dashboard to update the live data during the new product launch.

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| **IBM India Pvt Ltd** | **Duration:** March 2018 to Sep 2020 |
| **Role:** SAP Basis & Solution Manager Consultant | **Service Area:** Implementation/Upgrade/Support |
| **Client:**  Meggit (AeroSpace) | **Environment:** ERP 6.0 EHP7, BI, SLT, BTP, SAC, GRC, BOBJ, BODS, SOLMAN, Vertex, MaxDB, HANA, Sybase, SLES, and Windows. |

* Upgraded SAP NetWeaver systems from NetWeaver 7.4 to 7.5. and performed Sybase upgrade.
* Kernel Upgrades on Sandbox, Dev, Quality, UAT and Production systems
* Installation & Configuration of SMD agents
* Worked on SAP performance issues and on Incident/Problem tickets and change management.
* Installed SLT and configured post steps and data replication.
* Implemented Charm in Solution manager 7.2 and performed alert configuration.
* Configuration of DVM and preparation of DVM Configuration Guide and User Guide
* Configuration of Technical Monitoring for ECC, BW, BODS & BOBJ
* Configuration of BW process chain Monitoring (BI Mon).

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| **IBM India Pvt Ltd** | **Duration:** Aug 2016 to Feb 2018 |
| **Role:** SAP Basis Consultant | **Service Area:** Implementation/Upgrade/Support |
| **Client:**  AIG (Insurance) | **Environment:** ERP 6.0 EHP8, EP, XI, SCM, BI, HR, SCM, SLT, GRC, CRM, SRM, SOLMAN, IDM, BTP, Vertex, RevTrac, DB2, AIX and Windows |

* Responsible for administration and support of SAP Landscape architecture, NetWeaver Administration on 24x7 basis.
* Successfully upgraded solution manager from 7.1 to 7.2
* Hands on Experience in upgrades using with SUM.
* Kernel Upgrades on Sandbox, Dev, Quality, UAT and Production systems
* Installation & Configuration of SMD agents
* Handling Transports via Revtrak and STMS on all SAP landscapes.
* Early watch analysis, security notes, OSS Note research & implementation.
* Handling Service now tickets of user issues, customer requests on daily basis.
* Installed & Configured SAP systems ECC EHP6 for DEV, QAS & PRD with AIX, Oracle 11g.

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| **IBM India Pvt Ltd** | **Duration:** Feb 2013 to July 2016 |
| **Role:** SAP Basis Consultant | **Service Area:** Implementation/Upgrade/Support |
| **Clients:**  Heineken (Consumer Products) | **Environment:** ERP 6.0 EHP6, EP 7.0, XI, SCM7.01, BI, GRC, Solman, Oracle 11g, HP Unix. |

* Daily Monitoring activities like Analysing ABAP dumps, Update monitoring, Administrating Background jobs, updates& locks.
* Installed Solution Manager 7.0 EHP1 and performed basic configuration, adding satellite systems.
* Performed System copy, DB Refresh activities and updated SAP patches.
* Scheduling, daily online & weekly offline backups and Troubleshooting of Backup Issues.
* Tablespace administration and Table Reorganization use BR\* tools.

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| **IBM India Pvt Ltd** | **Duration:** March 2009 to Jan 2013 |
| **Role:** Associate Basis Consultant | **Service Area:** Implementation/Upgrade/Support |
| **Clients:**  Duetsche Bank (Finance) | **Environment:** ERP 6.0 EHP6, EP 7.0, XI, SCM7.01, BI, GRC, Solman, Oracle , HP Unix. |

* Worked as an SAP Basis Support consultant.
* Worked on daily Incident/Problem tickets and change management.
* Transport Management - Via Customization and Via STMS
* System refresh Pre-Work and Post-work activities after completion of L3 activities.
* Connectivity set up from SAP to External via SSH. License measurement.
* Disaster recovery test activities.
* Creating and renewing the SNC/SSL Server certificates.
* Implementation of SNOTEs and Background Job creations
* Working on the Solution Manager Alerts.

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| **DNDC Infrastructures Pvt Ltd** | **Duration:** Oct 2008 to Feb 2009 |
| **Role:** Windows Administrator | **Service Area:** Upgrade/Support |
| **Clients:**  Super Valu (Consumer products) | **Environment:** Windows 2000/2003/NT |

* Providing support for more than 100 Servers running on Windows 2000/Windows 2003/ Windows NT Server OS.
* Maintenance of Active Directory. (User Management) creating, updating user accounts, and adding to groups.
* Handling day-to-day problem tickets related to various issues with servers and Client desktops.
* Administration of Microsoft Windows NT, 2000, 2003 Servers.
* Remote Administration through RADMIN, Microsoft Communicator, and Net meeting.
* Maintenance and Administration, managing user rights and permissions.