Consultant's Profile

Richard Z. White
Systems Consultant

Profile

- Over 18 years of SAP Systems and Infrastructure management experience, providing Basis expertise in 24/7 production support and development activities, performance tuning and performing system refreshes.
- Over 18 years of oracle database administrator (Oracle DBA) and developer experience. Expertise in Oracle installations and upgrades, instance sizing, performance tuning, and query optimization. In addition, including strong experience with PL-SQL scripting, and Oracle developer tools.
- Extensive SAP Software Installation and Upgrade experience. This includes expertise in Enhancement Package Upgrade expertise, BSI Tax Factory Upgrade expertise, SAP Software Update Manager (SUM) , SAPinst and SAP Software Provisioning Manager. Overall SAP Software Logistics Toolset expertise.

Over twenty years of extensive experience in designing, delivering and developing integrated solutions.

- **Extensive experience as a Team Lead**
- **Responsibilities include architecting technical infrastructure, development and execution of technical project plan, Go-Live and release activities, and plan/build of monitor and response infrastructure for critical business Sap solutions**
- **Successfully performed project management responsibilities meeting all project timelines in completing major activities**
- **Identified and assigned tasks, set milestones, drafted and implemented the technical project plan.**
- **Responsible for communications (written and verbal) with the supporting IT organization (Level I, II and III) and Business community.**
- **Held weekly status meetings, utilizing a reoccurring issues list.**
- **Have additional project management in non-sap projects i.e.: (Oracle, web applications, etc.)**
- Expertise includes System Admin Solaris, AIX, Digital Unix, Windows NT/2000/2003, VMS, and SQL Server.
- Expertise with Portal/Internet solutions, client/server, database design, database performance and tuning, transaction processing, real-time processing, network programming, systems programming, system/network management and configuration
- Additional expertise in installation and upgrades of SAP, add-ons, and third party products, including current Net Weaver solutions: ECC6/ERP 2007, Portal 7.0, Business Intelligence BI 7.0 and Solution Manager.
- Development of transport scripts that assisted in migrating SAP configuration and program changes to production.
- Development and rollout of production backup scripts
- Recovery/Troubleshooting of problems as well as escalation management to insure minimal downtime.
- Performance Monitoring and Tuning.
- Development of an Integrated Interface Subsystem, that was very easy for the developers to integrate into their applications.
- SAPOFFICE/SAPCONNECT Configuration

- **Scheduled and coordinated weekly meetings with development team, project and Enterprise IT personal (Network Operations Center, Help Desk, DBA's, Operating System support personal, storage and backup teams)**
- Provided SAP training and support to ISS team.
- Developed documentation for support personnel. This included, developing a maintenance log database utilizing Microsoft Access.
- Worked closely with all ISS support personal in developing strategic relationships in order that learning's and hand-off of SAP activities to NOC personnel can be initiated.
- Worked with Level 2 Engineers in integrating SAP with the client's monitoring and scheduling tools (i.e.: Control/M, Patrol)
- Provided SAP BASIS engineering support.
- Supported the SAP implementation team (SAP Inc.).
- Insured 24/7 SAP system uptime for both development and production.
- Planning, Installation and configuration of all SAP systems, including Solution Landscape Directory (SLD).
- Planning, Installation and configuration of Solution Manager, including SMD-Diagnostic Agents, Wiley Introscope, Central Monitoring (CCMSPING) , Maintenance Optimizer, Service Level Reporting (Early Watch Alerts), and Self Service.
- Responsible for all migrations, database copies and backup of SAP Systems.
- Development of backup scripts in support of ISS nightly operation.
- Contributed to the planning, configuration and installation of integrated SAP components, External Interfaces, Monitoring tools.

Technical

- Languages/Tools: ABAP, ABAP Query, C/C++, JAVA, ASP, Pascal, FORTRAN, FrontPage, Visual Basic, COBOL, ORACLE 2000, PL-SQL, SQL*Loader, JAVASCRIPT, FrontPage, IIS, PGP Security, Crystal Reports
- DBMS:ORACLE 7,8i/9i,10G,11G SQL Server 7.0/2000, RDB/SQL and Microsoft Access
- Networking/Protocols: TCP/IP, Microsoft Networking Architecture
- Operating Systems: UNIX (Solaris, Digital Unix (64 Bit)and AIX (64 Bit), Microsoft Windows NT/2003/2000/XP, VMS, DOS, Windows Architecture
- SAP Software/Application: NW BI 07/ECC 6.0, SAP R3 (Oracle/NT/Unix), 4.7/Enterprise, Web Application Server (WAS),NW/BI 07/, NW 07 BI,IDES , SCEM, SCM, SAP Business Warehouse (BW), Employee Self Service (ESS), SAP Internet Transaction Server (ITS), Single Sign On (SSO), Siteminder, Business Connector, Solution Manager , Business Connector 4.7, SAP XI/PI , Informatica, Workplace, BBPCRM 4.0, SCM/APO,SEM, Maestro (TWS), HR preconfigured client, Service provider pre-configured client, Plug-Ins, EH&S, Business Warehouse Design Concepts, BW Extractors, BI Pre-calculation server, BI Accelerator, DCOM, SSO, BSI-Tax Bolt-On, SARA, DaRT, Vertex-Tax Bolt On, ALE, RFC, IDOC, BAPI, Mercator, DAZEL, SAP Knowledge Warehouse, Portal 7.0.
- DBMS: Oracle Web Server, DB2, SQL Server, SQL Server migration, Enterprise Manager, DBA Studio, SQLNET V2 Configuration & Tuning.
- System Administration: EDM (EMC Data Manager), VERITAS Volume Manager, Sun Cluster (VCS), Sun Storage Arrays, IBM Common Store, Unix System Programming, Motif Programming, HTML, Alpha Architecture, Case Tools, Image Services, QIO (Messaging) /System Services, DOS System Services, Ingres, Ask/Manman, Excalibur/Pix Tex, GKS, VMS System/Network Services, IPX/Pathworks, Coexistence, IRIX, OPSCAN (Mark Recognition), X.25 (P.S.I), BMC Patrol (4.3)/Control M, NT Backup, Legato Net worker, MMC, POP3, CISCO routers, Pathworks, DECNET, AppleTalk.

Experience/Project Work

Fairfax County - December 2010 to Present.

Industry: Government
Project Description/Scope: Architect and deliver of SAP landscape system installation (ECC, Portal, BI, SRM, and SOLMAN) in support of FOCUS project (County application unification). SAP implementation. Supporting , Upgrading and Maintaining of SAP Solution Manager 7.1/7.2 (SM) landscape on Oracle/HPUX and Windows Server 2008. Providing 24/7 SAP application/FOCUS Solution support (ECC, HR, SRM). Responsible for maintenance and upgrade of SAP and Bolt-on Software. Involved in SAP Lifecycle software support and planning of the SAP Focus system, utilizing SAP's Software Logistics Toolset (SUM, SPM, etc.).
Role: Architect/Sr. NetWeaver Basis Team Lead
Responsibilities/Deliverables/ Achievements:

- Responsible for Landscape installations and upgrades (ECC, BI, SRM, PI/XI, Solution Manager and Portal) in delivering the FOCUS SAP Landscape.
- Work with SAP Project and Basis Team in all phases of Focus Project. Insuring timely delivery of all project phases.
- Lead BASIS support of Year End activities: HR and Finance (Tax Maintenance)
- Work with County Infrastructure Team (UNIX, Windows, Storage, COTS applications, Network) as an information/SAP resource liaison to insure effective support of the FOCUS SAP environment. In addition to a SAP resource, focus on continuous knowledge transfer and publishing documentation.
- Responsible for supporting EMC invoicing functionality.
- Responsible for Solman 7.2 Upgrade Project
- Work with County Application Team (Interfaces, ABAP, and Job Scheduling) as an information/SAP resource liaison to insure effective support of interfaces to non-SAP applications.
- Responsible for configuration of BR*Tools
- Responsible for documenting all Upgrade activities
- Responsible for CUA installation and configuration in support of the FOCUS SAP security team.
- Perform ongoing maintenance and performance improvements of all Solution Manager Instances.
- Responsible for support, configuration and maintenance of SMD diagnostic Agents/ Wily Introscope for all managed Systems (ECC6, BI, SRM, and XI).
- Configuration, Setup and support of EWA - Early Watch and root cause analysis, including configuration of Self Delivered Services.
- Responsible for Central System Monitoring (CEN), this includes setup of CCMSPING, DBACOCKPIT and CCMS alerting.
- Responsible for architecting, delivering the Transport Management System. This includes setting up transport routes, and domain Controllers, and CTS+ in support of Java related changes (PI).
- As a lead member of County Basis, provide production support and Infra ticket resolution.
- Conduct Knowledge Transfer Sessions and publish documentation to FFX Basis Team members.

PEPSICO - October 2009 to December 2010.

Industry: Retail, Food & Beverage
Project Description/Scope: Supporting and Maintaining SAP Solution Manager EHP1 (SM) landscape on Oracle/HPUX, soon to be migrated to AIX/DB2.
Role: Sr. NetWeaver/Basis Consultant
Responsibilities/Deliverables/ Achievements:

- Perform ongoing maintenance and performance improvements of all Solution Manager Instances.
- Responsible for support, configuration and maintenance of SMD diagnostic Agents/ Wily Introscope for all managed Systems (ECC6, BI, CRM, SCM, SRM, APO and XI).
- Configuration of E2E and IT Performance reporting.
- Configuration of HP SM7 to Solution Manager Service Desk.
- Configuration, Setup and support of EWA - Early Watch and root cause analysis, including configuration of Self Delivered Services.
- Responsible for Central System Monitoring (CEN), this includes setup of CCMSPING, DBACOCKPIT and CCMS alerting.
- Responsible for BPM alerting configuration, including email notification, SOAMANAGER, and Web services setup and support.
- Responsible for HP SM7 to SM Service Desk (CHARM) Integration.
- Responsible for on call and Production Support of PepsiCo's SAP Production Landscape.
- Assisted in reducing overall CPU utilization through load balancing of their Java instances.
- Conduct Knowledge Transfer Sessions to junior level Basis Team members

Gainesville Regional Utilities - July 2009 to September 2009.

Industry: Utilities
Project Description/Scope: SAP/Oracle Upgrade
Role: Sr. NetWeaver/Basis Consultant Oracle DBA (Remote Consulting)
Responsibilities/Deliverables/ Achievements:

- As a Basis/Net Weaver 7.0 Oracle DBA Consultant, providing expertise in upgrading their SAP systems from kernel 6.4 /Oracle 9i to extended kernel 6.4/ Oracle 10.2.4 within a Windows Cluster (MSCS / Oracle Fail Safe) environment.
- Responsible for configuration of BR*Tools
- Responsible for documenting all Upgrade activities.
- Responsible for implementation of Oracle Tablespace and Data File move activities.
- Central Processing Scheduling (CPS)
- Responsible for implementation of Central User Administration (CUA) Security Landscape.
- Upgrade of Solution Manager EHP1 and implement Service Level Reporting.
- Data Management Guide recommendations.
- Disaster Recovery configuration work.

Energy East - October 2008 to December 2008.

Industry: Utilities
Project Description/Scope: SAP Implementation
Role: Sr. NetWeaver/ Portal Basis Consultant
Responsibilities/Deliverables/ Achievements:

- As a Basis/Net Weaver 7.0 Consultant, providing expertise in support of an ECC6 and Portal 7.0/J2ee Engine configuration.
- This included configuring Adobe Document Services and Integrated ITS in support of the ESS/MSS application (Go Live 2008)

- In addition securing those components utilizing SSL/SNC technology. Conducted stress tests in order to properly scale the J2EE Engine, Initially adding additional server nodes, and subsequently recommending a cluster configuration with Web dispatcher and additional J2EE Instances.
- Also implemented load balancing on highly utilized ICF services and JCO connections.
- Identified performance bottlenecks and application configuration problems in ABAP and ICF services.
- This was accomplished through analyzing web diag. tool traces, Java traces, SQL traces and ABAP debug sessions.
- Responsible for knowledge transfer to client's basis and support staff. This included publishing documents for J2EE/Portal monitoring, IGS configuration, SSL/SNC configuration, ADS and Portal configuration.

Publix Supermarkets - February 2008 to September 2008.

Industry: Retail
Project Description/Scope: SAP Implementation
Role: Sr. Net Weaver / BI Basis Consultant
Responsibilities/Deliverables/Achievements:

- As a Sap America consultant to Publix's Corporate Basis Team , providing NW 7.0 BI /ECC 6.0 Basis expertise in support of their NetWeaver/ECC 6.0 SAP Landscape.
- Responsible for revising and enhancing daily check lists for NW BI and ECC 6.0 landscapes.
- Assisted in post upgrade (4.6C to NW 7.0 AIX/DB2 platform) production support activities.
- This involved troubleshooting and performance tuning of ECC 6.0 and BI Landscape. \
- Additional activities, production and development support of their external interfaces (IBM/MQ series, BIZTalk), in addition provided guidance in their ALE redesign project (improvements in their external Interface processing)
- Responsible for developing and implementing a plan to roll-out BI Admin Cockpit throughout the BI Landscape.
- Implementation of BI statistics for the BI Admin Cockpit, this involved performing IMG activities (Data Sources, Process Chains, and Portal Configuration). Responsible for BI query performance analysis, and determining recommendations to improve BI Portal and Web reporting. Responsible for BI Broadcasting implementation.
- **Involved in DB2 9.5 Upgrade effort through identifying changes in memory model from 9.1 to 9.5.** Contributed to the Installation of IDES system (NW2004s /Portal 6.0).

- Troubleshot setup and configured ADS (Adobe Document Services) in the BI portal. Provide consulting to Publix's Architect and development team through documenting white papers and How-To's for Web Services and .Net/RFC Integration.
- Provide knowledge transfer and training to Basis Staff and fellow SAP America consultants

PriceWaterhouse Coopers - March 2004 to December 2007.

Industry: Services
Project Description/Scope: SAP Implementation
Role: Sr. SAP Basis Consultant/ORACLE DBA

SAP Technical Responsibilities/Deliverables/ Achievements:

- As a consultant to the GFS (Global Financial System) Basis Team, providing Basis expertise in support of their Production and development activities.
- The Integrated SAP system, includes R3 4.6C (Soon to be upgraded NW07/ECC 6.0), Web Application Server (6.20, plan upgrade to NW07) BW 3.0B (being upgraded to NW BI 07/3.5) BANK/CFM 463_20, BBPCRM 4.0 and Solution manager 4.0.
- This enterprise system is a Multi Terabyte Oracle Database running Solaris on SUN E15K frame using EMC storage. The system supports World Wide Time and Expense, Procurement, Asset Management, Financial reporting and Financials via their Enterprise Portal (eGFS) to over 3000 concurrent users and over 25,000 named users.
- Have been a consultant to PWC/GFS Team from GO-LIVE activities in 2004 to current day.
- Provide daily and periodically 24/7 On-Call production support. This involves system monitoring, nightly Batch Control, responding to Help Desk tickets, deployment of production changes in the form of transports and Java updates (jar deployment). Provide troubleshooting expertise in database and SAP instance performance tuning including, Identifying application performance bottlenecks from inefficient ABAP to applying indices.
- Provide ongoing support to the BASIS and development team in support of various projects, SAP UPGRADE, ARCHIVING, IMAGING/WORKFLOW, and CRM/EBP Procurement.
- **Improved and revised the landscape refresh process (R3, CFM, BW, WAS and CRMBBP). This included, modifying scripts to better automate the refresh, documenting and training of Basis Team.**
- Contributed to the initial rollout of automated shopping cart application, utilizing Business Connector 4.7, CRMBBP, R3 and Value Wise (VW) Asset Management Application. This required java application knowledge, Business Connector (now PI) expertise, WAS expertise and ALE expertise. This application, receives XML from VW, creates shopping cart in EBP, and subsequently via ALE creates a purchase order in R3.
- Installed, configured, monitored and tuned SAP instances (R3, BW, EBP, WAS). Developed scripts to sync profile parameter, RFC groups, load balancing. As a member of the Stress Testing Team, made contributions in tuning time and expense transactions and improved performance and address system bottlenecks prior to production readiness. In addition, document and collect statistical data during these events.
- Responsible for supporting their development and production SAP R/3 4.7/4.6C, BW 3.0B, EBP 3.0, ITS, SSO landscapes on a SUN Cluster platform. Areas of contribution and expertise was in system installation and configuration, Stress Testing, System Monitoring (BMC/Patrol 4.3.0), Job Scheduling, TMS (transport landscape), Change Management, Bolt-Ons, Oracle/SQL, performance tuning, interfaces , ALE/RFC, ABAP Development, Conversions, BW Loads and Printing.
- Implemented, troubleshot and support Central User Administration. (ALE configuration, RFC user setup). Design, implementation and support of Batch security (MM, FI, CO), including BASIS and Security Batch scheduling in support of spool/reporting and interface

security. Developed CATT scripts to create/update and load SAP users and other SAP objects into our production copy systems.

- A major contributor in the design, implementation and support of the Enterprise monitoring tool (BMC/Patrol for SAP 4.3.0). Installed, configured BMC software on all SAP systems. In addition, Identified and implemented TRAK (BMC Patrol) thresholds for all SAP systems (R3, BW, EBP, Enterprise, WAS).
- Developed, configured and implemented ALE/RFC in support of GL Account, Exchange rates, Material creation and maintenance throughout the landscape. Responsible for troubleshooting ALE development and production problems. This required expertise in Partner, message and port configuration. In addition, tuned IDOC processing through customizing IDOC deletion (modified archiving program), Variant setup to utilize RFC groups.
- **Designed, implemented and perform System Refreshes throughout the production landscape (R3, BW, EBP and Web Application Server). Improved and upgraded refresh scripts to better automate the procedure.**
- Major contributions to the development, installation and support of the Enterprise Batch Scheduling system (IBM TWS (MAESTRO). Configured the RFC connection between TWS and SAP, trained support personal in SAP Batch scheduling, provided troubleshooting in job migration from SAP to TWS.
- Provided global SAP printing expertise in designing, configuring, tuning all output requirements, check/1099 Printing, interface reporting (lockbox), Treasury and web reporting. Contributed to the development of routines to implement spool to PDF output processing for eGFS and Interface reporting.
- Support of WAS server to support Single Sign-On (SSO), utilizing Netegrity Siteminder for my client Enterprise portal (Time and Expense, BW reporting, management reporting).
- Contributed and participated in NetWeaver installation on Windows/Oracle Platform. Contributed and participated in planning an upgrade from 4.6C to 4.7.
- Provide 24/7 On Call support and Level 3 resolution to R3, BW, EBP and eGFS portal. Including troubleshooting and correction responsibility for Data Dictionary cleanup, BW load performance tuning, Source systems (R3, Informatica), Workflow configuration and application support, Central User Administration, Transports, IDOC/ALE/RFC, development of Sun cluster scripts, Business Connector, Printing, Mail, Client Copy and ABAP development tuning and support. Designed and implemented cluster scripts to manage start/stop application servers throughout the landscape

Oracle/DBA Responsibilities/Deliverables/ Achievements:

- Daily database monitoring of Multi Terabyte Oracle Database(s). This involved monitoring tables space growth , SGA , buffer quality, shared pool, data file I/O performance, wait events, and oracle sessions .In that, responsible for identifying long running queries and subsequent recommendation and implementation of performance improvements (creation of new indices, table space reorganizations, etc.).
- Improved Shopping Cart, Workflow performance in EBP system through database tuning and **application of indices**.
- Utilized debugging tools, Oracle Enterprise Manager and Tuning Pack for analysis of oracle statistics, and system monitoring (CPU and Memory) to improve nightly Batch processing. This resulted in the tuning of Oracle memory (SGA, cache, pool, etc.), landscape redesign to better utilize system memory and CPU resources. Identified I/O wait times in the Disk subsystem (EMC) related to backup schedule conflicts. Identified incorrect sizing of Redo Log size.
- Responsible for capacity planning, through analysis of Table Space Growth.

- Participated in upgrade from Oracle 9i to Oracle 10G
- Responsible for testing and performance tuning of SQL in abap code related to Release of new functionality. This involved identifying poor SQL (SQL Analyze - explain plan), and then working with ABAP developers to insure corrective action.

BAYFORCE/ANYDOC Software - March 2007 to March 2009.

Industry: Software/Services
Project Description/Scope: SAP Implementation
Role: Sr. BASIS Consultant/ORACLE DBA
SAP Technical Responsibilities/Deliverables/ Achievements:

- Contracted to install, configure and support Company's IDES ECC 6.0/NW 7.0 and Solution Manager Instances (Oracle and SQL/Server) on Windows Server platform.
- Provide periodic maintenance and support of their training and development systems.
- This included application customization and configuration in support of their SAP integration and certification activities.
- Provide development and ARCHIVE LINK support for integration of partner's Content Management system (CMS) , and suite of automated document capture and creation applications.

Oracle/DBA Responsibilities/Deliverables/ Achievements:

- Installation and configuration of Oracle 10g on Windows Server 2003. Responsible for memory parameter sizing , tablespace sizing in order to run multiple SAP/Oracle instance on a single server.
- Certified Cronicle for SAP Software consultant. Cronicle is a Job Scheduling /Process Management solution based on Oracle delivered with SAP Netweaver. Responsible for installation of Redwood Repository on Oracle/Windows. This required installation of PL/SQL packages , parameter changes and application tuning to resolve a number of installation issues.
- Provide periodic monitoring utilizing Enterprise Manager and StatPack.

CP-Ships/HAPAG-Lloyd - January 2006 to April 2007.

Industry: Services
Project Description/Scope: SAP Implementation
Role: Sr. SAP BASIS Consultant/ORACLE DBA
SAP Technical Responsibilities/Deliverables/ Achievements:

- Contracted as a Senior Basis Consultant to provide BASIS and SAP Security support (On-Call) resources to their worldwide CP-Ships Production/Development Landscape (4.6C, Enterprise Portal, 4.7, NW07, BW 3.5, WAS 6.40).
- These activities improved overall system response time, reduce user problems and long wait times, and drastically reduce Month End/Nightly processing time.
- In addition provide support with their Archiving Project to migrate all pertinent CP-Ships financial Documents/Reports from CP-Ships financial systems to client's Content Management System (IBM Common Store).
- In additions activities included Print-List configuration, Batch scheduling, capacity planning, and tuning to insure successful migration of all required document types. Installed and implemented BI, using NW04 and BI content3.5.
- Design, implemented Info Providers (Cube, ODS, Remote Cube) utilizing Business Content in support of FI-Special Ledger and BW statistics reporting.

- This includes all steps in loading Master/Transactional Data from R3 source system (Data Source, Info package, etc.). Responsible for resolving service request and problem tickets (BASIS and Security requests).
- Installation and configuration of Solution Manager**. Developed, implemented and support system refresh process for periodic system copy from production to our quality assurance system.**
- Resolved outstanding problems improved overall performance and provide ongoing support of our Central User Management (CUA) Landscape.

Oracle/DBA Responsibilities/Deliverables/ Achievements:

- Utilizing Enterprise Manager and sap tools responsible for monitoring of Table Space Growth and utilization. This includes utilizing SAPDBA (BR*Tools) to perform table space and index reorganization, adding data files, managing filesystem and performing backups and restores.
- Performing SQL traces, explain plans and abap analysis, identified and implemented Application/Database tuning recommendations to improve IDOC and Batch processing.

INTERNATIONAL PAPER - July 2005 to January 2006.

Industry: Manufacturing
Project Description/Scope: SAP Implementation
Role: Sr. SAP BASIS Consultant/ORACLE DBA
SAP Technical Responsibilities/Deliverables/ Achievements:

- Contracted as a Senior Basis Consultant to provide BASIS support (On-Call) resources to their worldwide Production/Development Landscape (4.7, BW 3.5, NW04/WAS, CRM, EBP, APO/SCEM, PORTAL/HR, ESS) consisting over 120 SAP instances.
- In addition, performed performance tuning and monitoring activities to improve ALE/RFC performance, oracle database throughput and overall application server performance.
- Utilize CA-Uni center to resolve SAP development and production issues.
- Involved in all aspects of NW04 Landscape installation and configuration (ABAP/JAVA Stack). Involved in support and troubleshooting of Production Scheduling issues (CA-Workload).
- Involved in Solution Manager Configuration, and integrations with BMC/Patrol landscape monitoring.
- In addition to performing Early Watch/Go-live post tasks, also involved in landscape inventory and cleanup of all instances. **Involved in system refreshes using customer specific scripts and procedures. Involved in completion of basis activities in support of rollout of new functionality (release schedule).**
- This required not only expertise in Transport Management System (TMS), but also their in-house developed Workflow Change Management System. Evaluated their HR PORTAL/ITS Landscape and made significant sizing and performance recommendations to improve system performance during Open Enrollment.
- Conducted training and knowledge transfer sessions to technical support staff.

Oracle/DBA Responsibilities/Deliverables/ Achievements:

- Responsible for monitoring Table Space Growth and utilization. This includes utilizing SAPDBA (BR*Tools) to perform table space and index reorganization, adding data files, managing filesystem and performing backups and restores.
- Performing SQL traces, explain plans and abap analysis, identified and implemented Application/Database tuning recommendations to improve long running transactions.

SOUTHERN WINE & SPIRITS OF AMERICA INC (SWS) June 2005 to July 2005.

Industry: Beverages
Project Description/Scope: SAP Implementation
Role: Senior SAP Basis Consultant
Responsibilities/Deliverables:

- Conducting a 2 Week Performance and Tuning Session.
- This involved a complete assessment of SWS's SAP 46B Landscape running on AS/400.
- Reviewed past performance assessments conducted by SAP, participated in conference sessions with SWS technical staff and SAP on performance bottlenecks.
- Utilizing SAP monitoring tools (Performance Analysis, Database monitor, ABAP analysis, system/code trace, SAP memory) developed and implemented a action plan to improve performance and reduce system errors (ABAP dumps).

ROHM and HAAS - June 2002 to March 2004.

Industry: Basic Materials
Project Description/Scope: SAP Implementation
Role: Senior SAP/R3 Basis Consultant / ORACLE DBA
SAP Technical Responsibilities/Deliverables/ Achievements:

- As a senior Basis Consultant for a leading global chemical company; Responsible for supporting their development and production SAP R/3 4.7/4.6C, BW 3.1B, CRM 3.0 landscapes on IBM/RS6000 running AIX 5.1.
- Planning, installation, upgrade, and support of SAP R3, BW, CRM on AIX 5.1 with EMC Symmetrix SRDF (Symmetrix Remote Data Facility)
- Assisted in their last three rollouts (Go-Live), this consisted of resizing their present production system from 500 concurrent users to over 2500 concurrent users.
- Responsible for installation, configuration and rollout of BMC Patrol 4.2.5.0 throughout the landscape (R3, BW, CRM).
- **Lead Basis support for Global Archiving (ADK,IXOS) and DaRT Project.**
- Responsible for system sizing, SAP buffer tuning.
- Provide language support (DBCS) including configuration of output devices.
- Provide On-Call 24/7 Global support of Production Landscape (Front-end, Interfaces,Bolt-Ons, Spool/DAZEL, etc.).
- Developed a ABAP program that queries the spool system and sends Failed Spool Notification (FAXES) via Email to production users (users).
- Maintained BW connections to CRM and R3.
- Performed ALE configuration (EH&S, GENPC/WWI, Extractors,Taxware) .
- Implementation and support of TMS workflow (Projects).
- **Perform System refreshes utilizing BCV/Time Finder software. Improved and upgraded refresh scripts for better usability and oracle support**.
- Maintenance of OSS Notes, Support Packages and Plug-Ins, kernel upgrades of all instances.
- Implemented complex code corrections (BAPI, user-exits,etc.) and ABAP program enhancements.
- Provide support and troubleshooting of their Employee Health and Safety (EH&S).
- **Responsible for daily (24/7 Oncall) troubleshooting and monitoring activities, including Instance refreshes**.

- Involved in system tuning, oracle performance tuning and DBA activities of all (BW,R3,CRM) instances.
- Responsible for setting up background jobs using Control/M.
- Responsible for implementation, configuration and support of the BindView (Security Audit tool) bv-control for SAP.
- **Design, implemented and support roles and user security in support of system/client refresh, this involved utilizing export tools of client/tables.**

Oracle/DBA Responsibilities/Deliverables/ Achievements:

- Responsible for system sizing, Oracle memory tuning (SGA, buffer pool management, etc.) and table space design.
- Responsible for Oracle DBA activities (installation, design, upgrade (9i), reorganizations, SQL tuning).
- Maintenance and application of Oracle patches (Maintenance Wizard)
- Increased performance of identified long running transactions through performing SQL traces, explain plans and abap analysis program analysis, table buffering and index identification.

CDI - March 2001 to June 2002.

Industry: Services
Project Description/Scope: SAP Implementation
Role: SAP R/3 Technical/Oracle DBA
SAP Technical Responsibilities/Deliverables/ Achievements:

- As a Basis Consultant for a leading Consulting Services business working on their internal SAP project, providing planning, installation, tuning and production support of their internal SAP 4.6C and SAP 4.0B R3 landscapes (Unix/NT/Oracle), 2.1C/3.0B Business Warehouse (BW) landscapes and Workplace Internet Transaction (ITS) server landscapes
- Responsible for the architecting and planning, installation and production support of a multi-platform (Unix/NT/Oracle) SAP landscapes.
- Following ValueSAP/ASAP methodology completed all tasks ahead of schedule.
- Planning, customization and installation of MySAP componenents and Service Add-ons
- Planning, customization and installation of SAP R3 and Workplace/ITS system landscapes.
- Installation, customizing, planning and installation of HR and Service provider preconfigured clients.
- ALE configuration, planning, installation and upgrade of TAX Bolt-Ons and migration of interfaces to legacy systems.
- Identifying customizing and basis tasks for the technical project plan.
- Coordinated weekly meetings with the functional team.
- Conducted daily health-checks of the systems, performance analysis.
- Documented problems and performing the subsequent corrective actions.
- ABAP code debugging and correction, program and SQL code modification.
- Tuned ABAP Code based on sql query analysis and performance analysis.
- Creation of views, indices for optimum application run-time performance of critical production jobs and online reports.
- Responsed to SAP GoingLive sessions, perform corrective action for R3 and BW landscape.
- Improved system availability and performance significantly.

- Responsible for SAP Instance profile management, spool administration, applying LCPs, client landscape management, user authorization (Profile Generator) and Unix administration
- Responsible for maintenance,upgrade and production support of Vertex and BSI Tax software.
- Implemented BW hierarchy authorization through the enterprise, utilizing Central User management. Worked closely with the BW designers in creating the appropriate authorization objects.
- Developed and implemented numerous Unix scripts to automate and manage the production landscape and third party legacy systems.
- Responsible for system copies (R3COPY), ALE configuration of R3 Data Sources and oracle and kernel upgrades.
- Responsible for upgrade and maintenance of BW (2.1C) system.
- Responsible for Installation, configuration and maintenance of the Development Internet Transaction Server (ITS- 4.6D).
- Responsible for development and rollout of production support documentation.
- Utilizing Crystal Reports, developed reports in support of Asset management reporting.
- Oracle DBA, providing installation, maintenance, tuning and analysis and support of all production Oracle 7/8i/9i instances.
- Provided SQLServer DBA support of enterprise production SQL Server 6.5/7.0/2000 databases

Oracle/DBA Responsibilities/Deliverables/ Achievements:

- Utilizing Enterprise Manager and other monitoring tools, responsible for monitoring Table Space Growth and utilization.
- Responsible for system sizing, Oracle memory tuning (SGA, buffer pool management, etc.) and table space design.
- Maintenance and application of Oracle patches (Maintenance Wizard)
- Increased performance of identified long running transactions through performing SQL traces, explain plans and abap analysis program analysis, table buffering and index identification.

Performance Technology Group/Discovery Communications Inc. - March 1999 to March 2001.

Industry: Technology
Project Description/Scope: SAP Implementation
Role: SAP R/3 Security/Oracle DBA / Technical Team Leader
SAP Technical Responsibilities/Deliverables/ Achievements:

- As a Basis Team Lead on an ASAP implementation at a major cable network:
- Responsible for identifying, planning and executing all activities in support of daily SAP operations.
- Coordinated weekly all-hands meetings, status reports and delegating BASIS activities to fellow team members.
- Instituted a formal process to support modifications and transport of security roles.
- Involved in architecting the IT infrastructure to support the development and production SAP landscape requirements.
- Responsible for system planning, installation and rollout of SAP/R3 40B and 46B upgrades on Digital Unix.
- Designed and implemented the interface infrastructure to external legacy systems.

- Responsible for SAP Instance profile management, spool administration and Spool Load balancing.
- Configuration TMS including Workflow (SAPConnect), ALE configuration.
- Abap programming (advance corrections, performance enhancements), and applying LCPs, client landscape management.
- Provide Basis support to the ABAP team and functional analysts.
- Responsible for Installation, configuration and maintenance of the Development Internet Transaction Server (ITS).
- Installation, configuration and maintenance of Knowledge Warehouse.
- Installation, maintenance and vendor management of the client's third party tools (Control/M, etc.).
- Responsible for published communications and meeting with prospective clients in support of growing the SAP practice.

Oracle/DBA Responsibilities/Deliverables/ Achievements:

- Responsible for system sizing, Oracle memory tuning (SGA, buffer pool management, etc.) and table space design.
- Responsible for planning, implementation and rollout of backup and recovery.
- Responsible for monitoring Table Space Growth and utilization. This includes utilizing SAPDBA to perform table space and index reorganization , adding data files, managing filesystems and performing backups and restores (brbackup/brrestore).
- Provide SAP system performance and tuning, Unix administration and performing ongoing DBA activities.

IBM/GLOBAL SERVICES - October 1998 to February 1999

Industry: Technology
Project Description/Scope: SAP Implementation
Role: Senior SAP/R3 Basis Consultant/Oracle DBA
SAP Technical Responsibilities/Deliverables/ Achievements:

- Successfully supported the SAP implementation of a major bottling company.
- Active participation in architecting the IT infrastructure to support the development and production SAP landscape requirements.
- Responsible for system planning and installation of SAP/R3 40B.
- Responsible for client strategy, applying LCPs, client pre-configuration and setting up the client landscape.
- ALE/IDOC configuration, administering authorizations and users, planning and configuration of OSS infrastructure.
- SAP system performance and tuning, Unix administration, and performing ongoing DBA activities. Responsible for the project plan, delegating BASIS activities to fellow team members, supporting the ABAP and EDI team in problem resolution.
- Responsible for advance corrections and ABAP code changes of SAP delivered programs.
- Supported the Project Management Staff in insuring the project stayed successful.

Oracle/DBA Responsibilities/Deliverables/ Achievements:

- Responsible for system sizing, Oracle memory tuning (SGA, buffer pool management, etc.) and table space design.
- Responsible for planning, implementation and rollout of backup and recovery.
- Responsible for monitoring Table Space Growth and utilization. This includes utilizing SAPDBA to perform table space and index reorganization , adding data files, managing filesystems and performing backups and restores (brbackup/brrestore).

SUN MICROSYSTEMS - March 1998 to October 1998

Industry: Technology
Project Description/Scope: SAP Implementation
Role: Senior SAP/R3 Basis Consultant
SAP Technical Responsibilities/Deliverables/ Achievements:

- Provided SAP/ R3 and Solaris system management activities in support of an accelerated SAP/R3 implementation
- Hardware configuration, Solaris OS installation, file system configuration.
- SAP/R3 installation/configuration, ongoing system monitoring and performance tuning.
- Migration of a large distributed SAP/R3 installation of their HP application servers to SUN E10000 configuration.
- Responsible for SAP Instance profile management, spool administration, configuration of TMS including workflow.
- Responsible for following BASIS activities: (PI Add-ons, upgrades, bolt-ons, ASAP pre-configuration (HR preconfigured client, IS-Oil)).
- Conducted working sessions with the customer Basis team to determine requirements for migration of their external systems (EDI, FAX, etc.).
- Also provided project management support in insuring all tasks were identified for the implementation.
- Security (Profile Generator), advance corrections and applying LCPs, client landscape management. Backup and recovery, OSS administration, SAP system performance and tuning.
- Unix administration and performing ongoing DBA activities and providing Basis support to the ABAP team and functional analysts.

KAJAX ENGINEERING INC. / SENECA CORPORATION - April 1997 to March 1998

Industry: Defense/Civilian Agency
Role: Sr. Systems Engineer /Oracle DBA
Oracle DBA/Systems Responsibilities/Deliverables/Achievements:

- Provided System Management and Oracle DBA support to the Department of the Navy (Pentagon). Provided Year/2000 (Y2K) consulting to a number of government agencies.
- This involved significant contributions in developing customer presentations, the scope of work, time-lines, proposal and delivery.
- In delivery, utilized my COBOL, FORTRAN and BASIC language expertise to analyze and document findings of the impact of Y2K on various critical applications during the assessment phase.
- In addition, I also conducted studies to determine the tool(s) that would aide the customer in assessing their Y2K applications throughout their enterprise.
- Developed an Y2K repository using Microsoft Access. Other responsibilities encompass: Developing, configuring and performing customer demonstrations to successfully show the feasibility of web-enabled Oracle applications. Provided software development and systems integration in support of an integrated benefits application for a government agency; successfully ported Oracle Forms that were generated via Designer /2000 on Windows NT to an IBM/AIX platform.
- This required expert knowledge of platforms as well as both Designer/2000 and Developer 2000. Also developed a subsystem utilizing the Oracle PL/SQL UTL_FILE package; generated files resulting from SQL queries to be transferred to an external system, based on user action from within the application.

DIGITAL EQUIPMENT CORPORATION - April 87 - June 1995

Industry: Technology
Role: Sr. Technology Consultant
Responsibilities/Deliverables/Achievements:

- Provided BASIS consulting to various Fortunes 500 companies in the areas of SAP/R3 installations and VMS to UNIX SAP/R3 migrations.
- This included tasks from project management to converting operating system dependent programs from VMS to UNIX.
- Lead technical staff in developing a client/server imaging workflow system for a government agency
- This application was developed using Oracle/Developer 2000 and a COTS imaging solution.
- Provided systems integration consulting to various fortune 500 companies; work performed includes solution delivery, database tuning, system and network configuration on both Alpha NT and Digital Unix.
- Also, provided capacity planning and configuration design in assisting clients in their technology strategic planning.

DIGITAL EQUIPMENT CORPORATION - June 1995 to April 1997

Industry: Technology
Role: Software Systems Consultant
Responsibilities/Deliverables/Achievements:

- **Project leader and technical lead** in the development and implementation of a client/server window based imaging solution to automate our order management system.
- Developed a data repository to automate our ability to interface and respond to government procurement systems and requirements
- Database design, transactional analysis and database performance tuning.
- Developed a X.25 application to process cellular call transaction from Satellite switching network.
- Developed a network security application to protect theft of industrial software.
- Ported an imaging workflow software system from a Wang platform to a Digital VMS platform.
- Ported a real-time monitoring alarm application to client/server technology.
- Provided UNIX system and Network management consulting.
- As Senior Software Engineer, enhanced the real-time statistical process control system by designing and coding communication logic between our WORKSTREAM wafer manufacturing system and statistical and graphic packages. Conducted a feasibility study to determine the requirements to procure a new statistical quality control system. Designed, enhanced and implemented various subsystems in support of warehouse distribution. These subsystems were integrated into our enterprise wide ASK/MANMAN MRP II system.

RAYTHEON CORPORATION - September 1985 to April 1987

Industry: Technology
Role: Software Engineer **Duration:** 2 years
Responsibilities/Deliverables:

- As a member of the technical staff, provided consultation of Digital hardware/software to Test Engineers in support of the RDS to Digital migration program.

- Designed, programmed and implemented a statistical package which analyzes missile faults on the Patriot and Hawk missile systems.
- Configured and installed MANMAN/ASK MFG to assist FTE in its procurement and contracting business.
- Developed, programmed and implemented MFG reporting system for Factory Test Equipment Finance Organization.

Education & Certification

B.S. Electrical Engineering, University of Lowell, 1985.
Completed coursework towards an M.S. Computer Science, Bowie State University.
SAP Basis Consultant (UNIX), Microsoft Certified System Engineer (MCSE), Advanced Solaris System Management, and VERITAS Volume Manager with SPAR storage Array, Sun Cluster, Ultra Enterprise (E10K, E15 K) Administration, Oracle for Database Administrators, SQL Server for Database Administrators, Data Warehousing, WORKPLACE/ITS Administration, SAP XI/PI, SAP NW BI 7.0
SAP Administration, Solution Manager.

Citizenship: **US Citizen**

Mobility: Willing to travel

Languages: Written and spoken fluency in English