

**Raj Kumar**

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**+1 469 567 9262  
Package Consultant: SAP Basis, Solution Manager, Focused Run, and Cloud ALM Consultant.**

**Professional Summary:**

* 16+ years of IT industry experience encompassing a wide range of skill sets, roles, and Industry verticals.
* Working as a Package Consultant: SAP Basis, Solution Manager, Focused Run, Cloud ALM Consultant & BTP Admin.
* Extensive experience in analysing SAP Basis & Solution Manager support& Implementation of SAP.
* Solution Manager Implementation 7.2 installation and upgrade, Implementation ChaRM& Solution Documentation End to End Configuration.
* 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.
* Proficient in analysing and translating business requirements to technical requirements and architecture.
* Experience in leading and managing teams. Handled multiple roles from offshore.
* Executed software projects for Aerospace, Automotive, Shipping, Consumer, Communication, Pharmaceutical, and Process industries.
* Good communication skills, interpersonal skills, self-motivation, quick learner, team player.
* SAP Certified Technology Associate - SAP Solution Manager, Mandatory and Managed System Configuration (7.2 SPS10).
* 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.
* 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.

**Key skills:**

**SAP**

* Solution Manager 7.1 & 7.2, SAP Focused Run 3.0 and 4.0, Cloud ALM, SAP BTP Admin, SAP NetWeaver, and S4 HANA

**SAP Basis & Solution Manager Skills:**

* System Build, System Refresh, System Upgrades, Oracle bundle patch upgrades, AMS Basis Support activities, AWS Migration.
* Solution Manager 7.1 SP12 Implementation, 7.1 sps14 upgrade, Solution Manager 7.2 installation and SPS18 upgrade.
* Solution Manager System Preparation, Infrastructure Preparation, and Basic Configuration setup, Configure SLD, SLD Enhancement upgrade. End to end Implementation of CHARM, DVM Configuration, Solution Documentation implementation, and BPM on configuration, Run SAP like a factory (RSLaF) and project management modules. Road-map configuration for Run SAP and ALM modules. Etc.
* **Working on Cloud ALM Change Management and Health Monitoring configuration. Integration of Cloud ALM for Monitoring Alerts with JIRA, SNOW, and MS Teams.**
* Implemented all the Functionalities in the Focused Run System and created Landscape as a Service Model.

**Certifications:**

* SAP Certified Technology Associate - SAP Solution Manager, Mandatory and Managed System Configuration (7.2 SPS10)
* Completed MCSA certification.

**Professional experience:**

**Package Consultant: SAP Basis, Solution Manager, Focused Run, and Cloud ALM Consultant.**  
**IBM India Pvt Ltd, India** **|** **Mar 09 - Present**

* Working as a Package Consultant: SAP Basis, Solution Manager, Focused Run, and Cloud ALM Consultant.
* Extensive experience in analysing SAP Basis & Solution Manager support/Implementation/Upgrade.
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* 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.
* Working exclusively for Solution Manager, Focus Run, and Cloud ALM implementations.

**Solution Manager and Cloud ALM Consultant Mar 23 - Present**  
**Heineken, India**

**Responsibilities:**

* 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.

**Solution Manager Consultant Oct 20 – Feb 23  
T-Mobile, India**

**Responsibilities:**

* Handling the KT activities during the Transition phase of the project.
* Preparation of KTSN documents during the KT period.
* Updated the Monitoring Team Runbooks as per the process updates.
* Re-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.

**Solution Manager Consultant Jun 20 - Oct 20  
Heineken, India**

**Responsibilities:**

* End to End Implementation of Configuration of PI Monitoring, Message flow Monitoring, and IC Mon
* Enabled Technical Monitoring for SAP PO systems
* Prepared the SOP's for System monitoring.
* Prepared the Alert Catalog for PI Mon, Sys Mon, MF Mon

**Parallel Projects: Feb 18 – Jun 20**

**Solution Manager Consultant Mar 20 - Mar 20  
JSW, India**

**Responsibilities:**

* Charm configuration after the Solman SPS Upgrade.
* Supported JSW during the Solman upgrade and migration.
* Supported with ChaRM reconfiguration.

**Solution Manager Consultant Feb 20 - Jun 20  
Adani AWL, India**

**Responsibilities:**

* Prepared the test scripts for ChaRM SIT/UAT
* ChaRM implementation for New Business Unit
* Prepared ChaRM configuration workflow and end-user guides.

**Solution Manager Consultant Feb 18 - Apr 20  
Meggitt, India**

**Responsibilities:**

* End-to-End Implementation of ChaRM in Solution Manager 7.2 - Configured Request for Change, Normal Change, Urgent Change, and Admin Change.
* Preparing the project plan & cut-over plan for Go-Live.
* Test Script preparation and execution for Unit Testing.
* Preparing the End User guide for using the ChaRM (Request for Change, Normal Change, Admin Change, and Urgent Change)
* 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).
* Configuration of Idoc Monitoring
* Preparation of End User guide for using the ChaRM  
  Preparation of DVM User Guide

**Solution Manager Consultant Oct 17 - Feb 18  
BBC, India**

**Responsibilities:**

* End-to-End Implementation of ChaRM
* Handled Customized ChaRM Integration with a third-party ITSM tool (Remedy).
* Performed End-to-end testing for the Customized configuration for all types of Change documents.

**SAP BASIS and Solution Manager Consultant Mar 17 - Sep 17  
AIG, India**

**Responsibilities:**

* Transport management via ChaRM and Manually via STMS
* Kernel Upgrades on Sandbox, Dev, Quality, UAT and Production systems
* Installation & Configuration of SMD agents
* Worked and fixed the SMD agent issues.
* Managed system configuration in Solution Manager
* SLD configuration
* Successfully updated solution manager 7.1 to 7.2
* Performed Content Activation post upgrade of Solution Manager.
* Performed System copy via Import and Export method.
* Provided SAP AMS L3 Support without any escalations and worked on high-priority issues.
* Performed system refresh activities.
* Performed ST-PI and ST-API patch Updates.
* Renewal of SSL Server/Client & SNC Certificates

**SAP BASIS and Solution Manager Consultant Mar 16 - Mar 17  
Heineken, India**

**Responsibilities:**

* Transport management via Solution Manager ChaRM and Manually via STMS
* Background jobs scheduling vi Redwood Chronicle and at SAP Level
* SAP Basis AMS L2 Support the system refresh & Upgrade activities.
* OCC Monitoring activities.
* Received the TAC award in 2016.

**SAP BASIS and Solution Manager Consultant Oct 10 - Feb 16  
Deutsche Bank, India**

**Responsibilities:**

* Worked as an SAP Basis Support consultant.
* 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.
* Background Job creations
* Received Star Award.
* Prepared KOPs for almost all processes.
* Received appreciation from the Release Management Team & Customer.
* Worked as a SPOC for Transport management.

**SAP BASIS Consultant Mar 09 - Sep 10  
Disney, India**

**Responsibilities:**

* Worked as an SAP Basis Support consultant.
* Transport Management - Via Customization and Via STMS
* System refreshes Pre-Work and Post-work activities. License measurement

**System Engineer Oct 08 – Feb 09  
DNDC Infrastructures Ltd., India**

**Responsibilities:**

* 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.

**Education:**

* MBA/Post Graduation, Marketing, and Human Resources, Malla Reddy Institution of Management, IN, 2005
* BCA/Graduation, Computers, Kakatiya University College, IN, 2003