

Vladimir Savekov

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● ABOUT MYSELF

Senior SAP BASIS Consultant with over 20 years of international experience supporting, maintaining, and transforming complex SAP landscapes in global enterprise environments.

Expertise in **SAP BASIS administration, SAP HANA, Oracle databases, SAP NetWeaver, SAP S/4HANA, SAP Solution Manager, SAP Cloud ALM, SAP Fiori, SAP BTP, and SAP RISE environments.**

Experienced in delivering end-to-end SAP technical operations including **SAP installations, upgrades, migrations, system copies, performance optimization, patching, monitoring, troubleshooting, and lifecycle management** across mission-critical SAP landscapes.

Throughout my career, I have supported large multinational organizations and demanding enterprise environments, working with technologies including **SAP ERP, ECC, S/4HANA, HANA databases, Oracle databases, Linux/SUSE/Red Hat platforms, AIX, and cloud-based SAP architectures.**

Strong background in:

- SAP BASIS administration and technical support
- SAP system upgrades and enhancement package implementations
- SAP kernel, SPS and patch management
- SAP HANA and Oracle database administration
- Operating system migrations and SAP landscape migrations
- SAP Solution Manager and SAP Cloud ALM administration
- SAP monitoring, performance tuning and root cause analysis
- Transport management and change control processes including CHARM
- High availability, backup, recovery and disaster recovery activities

Experienced in both **project delivery and operational support**, collaborating with SAP functional teams, developers, infrastructure teams, database administrators, vendors, hyperscaler providers and customers to ensure high availability, stability, security, and continuous improvement of SAP environments.

Recognized as a reliable SAP technical professional capable of independently handling complex SAP incidents, leading technical activities, and providing senior-level consulting support in enterprise SAP landscapes.

● WORK EXPERIENCE

SAP SOLUTION ARCHITECT (SAP BASIS) – REMOTE at THE EUROPEAN MEDICINES AGENCY (EMA)

European Medicines Agency (EMA) – Amsterdam, Netherlands

October 2012 – Present

Hired as Senior SAP BASIS Consultant to build and architect the entire SAP environment for the European Medicines Agency and later become responsible for the administration, evolution, and technical lifecycle management of the SAP enterprise landscape supporting mission-critical regulatory business processes.

Providing senior-level SAP technical expertise across SAP infrastructure, databases, operating systems, cloud integrations, SAP lifecycle activities, and continuous improvement initiatives.

Key Responsibilities & Achievements

Responsible for the complete SAP technical lifecycle including SAP installations, upgrades, patching, maintenance activities, monitoring, troubleshooting, and performance optimization.

Key Responsibilities & Achievements

- SAP ERP / ECC environments
- SAP NetWeaver components
- SAP Solution Manager 7.0 – 7.2
- Oracle databases (RAC)
- SAP Fiori environments
- SAP BTP services
- SAP Cloud Connector
- SAP Cloud ALM
- SAP Datasphere
- SAP Fieldglass
- FACT24
- EPI-USE Query Manager 3 and 4.

Performed and supported major SAP transformation projects including:

- Windows to Linux migrations
- SAP system release upgrades
- SAP Enhancement Package upgrades
- Support Package Stack implementations
- SAP kernel upgrades
- Database migrations
- Homogeneous and heterogeneous SAP migrations
- Dual-stack separation activities

Provided SAP BASIS administration and troubleshooting for highly available production environments, ensuring system stability, security, and optimal performance.

Performed advanced SAP troubleshooting including:

- SAP system performance analysis
- ABAP short dump analysis
- Work process monitoring
- Background job troubleshooting
- Update failures investigation
- Lock management
- System log analysis
- Database performance analysis

Managed SAP transport processes and technical change management activities across development, quality assurance, and production environments.

Supported SAP Fiori landscapes including:

- Installation
- Configuration
- Gateway administration
- Upgrades
- Technical troubleshooting

Administered SAP Cloud Connector environments enabling secure integration between SAP systems and cloud services.

Supported SAP cloud initiatives involving Microsoft Azure and AWS environments, ensuring reliable integration between SAP applications and cloud infrastructure.

Implemented and maintained SAP monitoring solutions using SAP Solution Manager, SAP Focused Insights, and SAP Cloud ALM.

Managed EPI-USE Query Manager implementation, configuration and administration.

Collaborated with SAP functional teams, developers, infrastructure teams, security teams, database administrators, and external vendors to resolve complex technical issues.

Acted as a senior escalation point for critical SAP incidents, performing root cause analysis and implementing permanent corrective actions.

Created and maintained technical documentation, operational procedures, and SAP administration standards.

Technologies

SAP ERP | SAP ECC | SAP NetWeaver | Oracle Database | SAP Solution Manager | SAP Cloud ALM | SAP BTP | SAP Fiori | SAP Cloud Connector | SAP Datasphere | SAP Fieldglass | Linux | Windows Server | Azure | AWS

Website: <https://www.ema.europa.eu>

SAP TECHNICAL SERVICE MANAGER (TSM) AT SAP RISE – REMOTE at SAP

SAP – SAP ECS / RISE

December 2020 – Present

SAP Technical Service Manager responsible for providing senior technical advisory, governance, and operational support for SAP RISE customers, ensuring stability, performance, security, and continuous improvement of enterprise SAP landscapes. Acting as a trusted technical advisor between customers, SAP Enterprise Cloud Services (ECS), Customer Delivery Managers (CDMs), SAP support organizations, and technical delivery teams.

Key Responsibilities & Achievements

- Provided senior SAP technical consulting and operational guidance to enterprise customers running complex SAP landscapes in SAP RISE Private Cloud environments.
- Acted as the primary technical escalation point for SAP infrastructure, SAP BASIS, lifecycle management, and operational stability topics.
- Supported customers throughout the SAP RISE service lifecycle, including onboarding, transition activities, operational stabilization, continuous improvement initiatives, and technical roadmap planning.
- Collaborated with SAP ECS / RISE delivery teams, customer technical teams, and internal SAP stakeholders to ensure effective service delivery and resolution of complex technical issues.
- Performed technical health assessments and reviews covering SAP system availability, performance optimization, capacity planning, monitoring, security considerations, and operational risks.
- Provided guidance on SAP BASIS operations including incident management, root cause analysis, system monitoring, background job analysis, transport management, performance troubleshooting, system copies, backup and recovery strategies, and technical improvements.
- Supported SAP lifecycle activities including SAP upgrades, kernel maintenance, SAP HANA lifecycle management, database maintenance activities, and SAP technical roadmap preparation.
- Advised customers on SAP Cloud ALM adoption, SAP Solution Manager transition topics, SAP BTP integration scenarios, SAP Cloud Connector configuration, and SAP Fiori technical landscapes.
- Supported customers in improving operational maturity through SAP best practices, process optimization, automation opportunities, monitoring improvements, and standardization of SAP administration procedures.
- Managed technical risks and proactively identified improvement opportunities to increase SAP landscape reliability, availability, and operational efficiency.
- Coordinated with SAP support teams during critical incidents, ensuring effective troubleshooting, communication, and timely resolution.
- Translated complex SAP technical topics into clear recommendations for both technical teams and business stakeholders.
- Supported enterprise customers in achieving stable and predictable SAP operations through proactive technical governance and continuous service improvement.
- Supported SAP RISE customers operating SAP landscapes across hyperscaler environments including Microsoft Azure, Amazon Web Services (AWS), and Google Cloud Platform (GCP), providing technical guidance on cloud-based SAP operations and lifecycle management.

- Collaborated with SAP Enterprise Cloud Services (ECS) and hyperscaler teams to ensure stable operation, connectivity, performance, scalability, and reliability of SAP cloud landscapes.

Technologies

SAP RISE Private Cloud | SAP ECS | SAP BASIS | SAP S/4HANA | SAP ECC | SAP HANA | SAP Cloud ALM | SAP Solution Manager | SAP BTP | SAP Fiori | SAP Cloud Connector | Microsoft Azure | Amazon Web Services (AWS) | Google Cloud Platform (GCP) | SAP Monitoring | SAP Lifecycle Management | SAP Technical Operations | SAP Performance Optimization

Website: <https://sap.com>

SAP BASIS CONSULTANT – Hybrid at EVERIS

EVERIS – Amsterdam, Netherlands

January 2018 – January 2023

SAP BASIS Consultant and technical lead responsible for delivering SAP system migrations, upgrades, and ongoing operational support for large enterprise SAP environment consisting of 40+ systems running on Azure Hyperscaler.

Engaged in complex SAP modernization programs involving migration from traditional SAP environments to SAP HANA-based platforms, operating system transformation, SAP release upgrades, and continuous improvement of SAP technical operations.

Key Responsibilities & Achievements

- Served as SAP BASIS technical lead for a large-scale SAP transformation program, responsible for migrating SAP systems from Oracle databases running on Windows platforms to SAP HANA databases running on SUSE Linux.
- Successfully delivered SAP migration activities across multiple SAP landscapes, ensuring minimal business disruption and maintaining system availability throughout the transition.
- Performed end-to-end SAP technical activities including:
 - SAP system preparation
 - Migration planning
 - Technical validation
 - Installation activities
 - Post-migration configuration
 - Performance optimization
 - Production stabilization
- Supported SAP system release upgrade projects across multiple SAP landscapes, including planning, preparation, execution, testing support, and post-upgrade validation.
- Managed SAP BASIS administration activities for enterprise SAP environments including:
 - SAP system monitoring
 - Incident troubleshooting
 - Performance analysis
 - Background job monitoring
 - SAP system logs analysis
 - Work process monitoring
 - User and authorization technical support
 - Transport management including CHARM
- Performed SAP HANA technical administration including:
 - Database monitoring
 - Performance analysis
 - Backup validation
 - System health checks
 - Troubleshooting database-related issues
- Provided SAP Oracle database administration support including:

- Database monitoring
 - Performance troubleshooting
 - Database maintenance activities
 - Space management
 - Backup and recovery support
- Supported SAP lifecycle management activities including:
 - SAP kernel upgrades
 - Support Package Stack upgrades
 - SAP Notes implementation
 - SAP technical patching activities
- Supported SAP technical operations for a complex multi-system landscape, ensuring high availability, stability, and performance of productive SAP environments.
- Participated in SAP project activities from technical design through implementation, testing, cutover, and post-go-live support.
- Worked closely with SAP functional teams, infrastructure teams, database administrators, and business stakeholders to resolve complex technical issues and deliver successful SAP changes.
- Performed advanced troubleshooting and root cause analysis for SAP incidents, identifying permanent solutions and improving system reliability.
- Supported SAP environment optimization by improving monitoring processes, operational procedures, and technical documentation.
- Provided remote and onsite SAP BASIS consulting services for international enterprise customers, adapting quickly to different SAP landscapes and technical requirements.

Technologies

SAP ECC | SAP NetWeaver | SAP HANA | Oracle Database | SAP BASIS | SUSE Linux Enterprise Server | Microsoft Azure | SAP Upgrades | SAP Migrations | SAP Kernel | SPS Upgrades | System Monitoring | Performance Optimization | Transport Management | SAP Production Support

SAP BASIS CONSULTANT – ONSITE at EVERIS

EVERIS – London, United Kingdom
January 2016 – December 2017

SAP BASIS Consultant responsible for leading a complex SAP upgrade and migration program involving multiple enterprise SAP landscapes. Delivered end-to-end SAP technical activities covering system upgrades, operating system migrations, SAP Solution Manager transformation, and SAP infrastructure modernization.

Worked closely with technical teams, application teams, infrastructure teams, and business stakeholders to ensure successful delivery of SAP transformation activities while maintaining system stability and operational continuity.

Key Responsibilities & Achievements

- Led an SAP technical transformation program covering 14 SAP systems, including SAP release upgrades and operating system migrations. Including SAP ECC, SAP BW, SAP Enterprise Portal.
- Successfully performed SAP Enhancement Package upgrades from SAP EHP4 to SAP EHP8 across multiple ABAP-based SAP systems and SAP Enterprise portal from SAP Enterprise Portal 7.02 to SAP Enterprise Portal 7.50.
- Managed the complete technical migration of SAP environments from Microsoft Windows Server to Red Hat Enterprise Linux (RHEL) platforms.
- Performed end-to-end SAP BASIS activities including:
 - System preparation
 - Upgrade planning
 - Pre-upgrade analysis

- Software provisioning
 - Technical upgrade execution
 - Post-upgrade validation
 - System stabilization
- Supported SAP technical migration activities including:
 - File system preparation
 - SAP kernel updates
 - Instance configuration
 - Environment validation
 - Technical troubleshooting
 - Performance optimization
- Led SAP Solution Manager upgrade and migration activities, including transition of the existing environment to the latest supported SAP Solution Manager release.
- Managed SAP infrastructure components including:
 - SAP Web Dispatcher migration and configuration
 - SAP Cloud Connector migration and setup
 - SAP technical connectivity validation
- Performed SAP BASIS administration across development, quality assurance, and production environments.
- Supported SAP operational activities including:
 - System monitoring
 - Background job monitoring
 - SAP logs analysis
 - Work process analysis
 - Performance troubleshooting
 - Transport management
 - Incident resolution
- Participated in technical planning, execution, testing, cutover activities, and post-production support during major SAP transformation milestones.
- Worked with cross-functional teams including SAP functional consultants, database administrators, infrastructure engineers, security teams, and external vendors.
- Performed root cause analysis for complex SAP technical issues and implemented permanent corrective solutions.
- Created and maintained technical documentation, migration procedures, operational guidelines, and support documentation.
- Provided onsite SAP BASIS consulting support in a multinational enterprise environment, ensuring high availability, reliability, and performance of SAP landscapes.

Technologies

SAP ECC | SAP NetWeaver | SAP BASIS | SAP EHP4 | SAP EHP8 | SAP Enterprise Portal | SAP BW | SAP Solution Manager | SAP Web Dispatcher | SAP Cloud Connector | Oracle Database | Red Hat Enterprise Linux (RHEL) | Microsoft Windows Server | SAP Kernel | SAP Upgrades | OS Migration | SAP Monitoring | Performance Optimization | Transport Management | Production Support

SAP BASIS CONSULTANT - REMOTE & ONSITE at SOPRA STERIA BELUX

SOPRA STERIA BELUX – London, United Kingdom
January 2015 – December 2015

SAP BASIS Consultant responsible for delivering SAP technical upgrade activities for a large enterprise customer in the automotive industry. Provided SAP technical expertise during SAP Enhancement Package upgrades, Oracle database upgrades, and SAP landscape maintenance activities.

Worked as part of an international SAP delivery team, supporting complex SAP environments through planning, execution, testing, and stabilization phases of SAP technical upgrade projects.

Key Responsibilities & Achievements

- Delivered SAP technical upgrade projects across multiple SAP ECC systems, upgrading environments from SAP Enhancement Package 4 (EHP4) to SAP Enhancement Package 6 (EHP6).
- Performed SAP BASIS activities required for successful upgrade execution, including:
 - Technical preparation
 - System checks
 - Upgrade planning
 - Pre-upgrade analysis
 - SAP maintenance activities
 - Post-upgrade validation
 - Technical troubleshooting
- Managed underlying database upgrade activities, including migration of Oracle Database 10g to Oracle Database 11g.
- Performed Oracle database administration tasks including:
 - Database installation preparation
 - Upgrade execution support
 - Patch management
 - Database validation
 - Performance verification
- Supported SAP lifecycle management activities including:
 - SAP kernel upgrades
 - SAP Support Package implementations
 - SAP Notes implementation
 - SAP system maintenance activities
- Provided SAP BASIS administration and technical support across development, quality assurance, and production environments.
- Performed SAP monitoring and troubleshooting activities including:
 - System log analysis
 - Work process monitoring
 - Background job troubleshooting
 - SAP short dump analysis
 - Performance investigation
 - Transport issue resolution
- Supported SAP technical teams during testing cycles, cutover activities, and post-production stabilization after upgrades.
- Collaborated with SAP functional teams, database administrators, infrastructure teams, and customer stakeholders to ensure successful delivery of SAP upgrade activities.
- Provided both onsite and remote SAP BASIS consulting services, ensuring reliable operation and availability of enterprise SAP landscapes.

Technologies

SAP ECC | SAP BASIS | SAP NetWeaver | SAP EHP4 | SAP EHP6 | Oracle Database 10g | Oracle Database 11g | SAP Kernel | SAP Upgrades | SAP Support Packages | SAP Monitoring | Performance Optimization | Transport Management | SAP Production Support

SAP BASIS CONSULTANT – ONSITE at MONTREAL ASSOCIATES

MONTREAL ASSOCIATES – London, United Kingdom

October 2012 – December 2014

SAP BASIS Consultant responsible for delivering SAP technical implementation, upgrade, migration, and operational support activities for enterprise SAP environments. Provided hands-on SAP BASIS expertise across SAP installations, system upgrades, database administration, operating system migrations, and SAP technical architecture improvements. Worked with complex SAP landscapes involving SAP ECC, SAP NetWeaver, SAP Solution Manager, SAP Portal, Oracle databases, and SAP cloud-related technologies, supporting customers through major SAP lifecycle transformation activities.

Key Responsibilities & Achievements

- Delivered SAP BASIS consulting services covering SAP system installations, upgrades, migrations, and technical administration activities.
- Performed SAP system release upgrades and enhancement activities across enterprise SAP landscapes, ensuring successful technical delivery and system stability.
- Executed SAP installation activities including:
 - SAP software installation
 - SAP instance configuration
 - System parameter configuration
 - Technical validation
 - Post-installation optimization
- Supported SAP database activities including:
 - Oracle database installations
 - Oracle database upgrades
 - Oracle patching activities
 - Database performance monitoring
 - Database troubleshooting
- Performed SAP database migration projects including:
 - Homogeneous migrations
 - Heterogeneous migrations
 - SAP system relocation activities
 - Data validation and post-migration checks
- Delivered operating system migration projects including Windows to Linux transformations for SAP environments.
- Performed SAP technical activities related to dual-stack SAP environments, including administration, troubleshooting, and separation activities.
- Installed, configured, upgraded, and maintained SAP Solution Manager environments including:
 - SAP Solution Manager 7.0
 - SAP Solution Manager 7.1
- Supported SAP Enterprise Portal environments including installation, configuration, administration, patching, and troubleshooting.
- Supported SAP Cloud Connector implementation and configuration activities to enable secure connectivity between SAP systems and cloud services.
- Performed SAP BASIS administration tasks including:
 - System monitoring
 - Background job monitoring
 - SAP logs analysis
 - Work process monitoring

- Performance troubleshooting
 - Transport management
 - Client administration
- Supported SAP technical teams during project implementation phases including planning, testing, cutover, and post-go-live stabilization.
- Conducted root cause analysis for SAP incidents and implemented technical solutions to improve system reliability and performance.
- Collaborated with SAP functional consultants, infrastructure teams, database administrators, and customer stakeholders to deliver successful SAP technical projects.

Technologies

SAP ECC | SAP NetWeaver | SAP BASIS | SAP Solution Manager 7.0/7.1 | SAP Enterprise Portal | SAP Cloud Connector | Oracle Database | Linux | Microsoft Windows Server | SAP Installations | SAP Upgrades | Database Migration | OS Migration | Dual-Stack Systems | SAP Monitoring | Performance Optimization

SAP BASIS CONSULTANT – REMOTE at ACCENTURE

ACCENTURE – London, United Kingdom

August 2012 – December 2014

SAP BASIS Consultant responsible for delivering SAP technical implementation, administration, upgrade, and migration activities for enterprise SAP environments. Provided remote SAP technical support and project delivery services covering SAP installations, system upgrades, database administration, Solution Manager operations, and SAP technical landscape optimization.

Worked with complex SAP environments requiring strong expertise across SAP NetWeaver, SAP ECC, Oracle databases, Linux/Windows platforms, SAP Portal

Key Responsibilities & Achievements

- Acted as the main SAP BASIS technical consultant responsible for SAP lifecycle activities including installations, upgrades, migrations, patching, and ongoing SAP administration.
- Delivered SAP technical projects covering:
 - SAP system installations
 - SAP release upgrades
 - Enhancement Package implementations
 - Support Package Stack upgrades
 - SAP kernel upgrades
 - Technical maintenance activities
- Performed SAP installation and configuration activities including:
 - SAP application server installation
 - SAP instance configuration
 - System parameter tuning
 - Technical validation
 - Post-installation optimization
- Supported SAP database administration activities including:

- Oracle database installation
 - Oracle database upgrades
 - Oracle patching
 - Database monitoring
 - Performance troubleshooting
- Delivered SAP database activities including:
 - SAP system copy activities
 - Technical validation
- Performed SAP NetWeaver administration across ABAP and Java-based systems, including:
 - System monitoring
 - Instance administration
 - Performance analysis
 - Troubleshooting
 - Technical configuration
- Delivered SAP Solution Manager implementation and maintenance activities including:
 - SAP Solution Manager installations
 - SAP Solution Manager upgrades
 - SAP Solution Manager patching
 - Technical configuration and administration
- Supported SAP Enterprise Portal environments including:
 - Installation
 - Configuration
 - Upgrade activities
 - Administration
 - Troubleshooting
- Performed SAP technical troubleshooting including:
 - SAP system logs analysis
 - Short dump investigation
 - Background job troubleshooting
 - Update failures
 - Lock management
 - Work process monitoring
 - Performance analysis
- Managed SAP transport activities and supported controlled movement of SAP changes across system landscapes.
- Provided SAP BASIS consulting services, collaborating with international SAP teams, infrastructure teams, database administrators, and business stakeholders.
- Performed root cause analysis and implemented technical solutions to improve SAP system stability, availability, and performance.

Technologies

SAP ECC | SAP NetWeaver | SAP BASIS | SAP Enterprise Portal | SAP Solution Manager 7.0 | Oracle Database | Linux | Microsoft Windows Server | SAP Installations | SAP Upgrades | Database Migration | OS Migration | ABAP & Java Stack Administration | SAP Monitoring | Performance Optimization

SAP BASIS CONSULTANT - DELIVERY LEAD - ONSITE HEWLETT PACKARD - ADIDAS DIVISION

HEWLETT PACKARD – Adidas Division

Bratislava, Slovakia

May 2010 – October 2012

SAP BASIS Consultant and Delivery Lead responsible for managing and supporting a mission-critical SAP enterprise environment for Adidas. Acted as the primary technical interface between the customer, HP delivery teams, and SAP technical specialists, providing SAP BASIS expertise, operational leadership, and technical guidance across complex SAP landscapes.

Responsible for ensuring the stability, availability, performance, and continuous improvement of customer SAP systems while supporting technical projects, infrastructure changes, and SAP lifecycle activities.

Key Responsibilities & Achievements

- Managed enterprise SAP environments as SAP BASIS Delivery Lead, acting as the main technical contact for customer-facing SAP operations and service delivery.
- Provided SAP BASIS and Oracle technical expertise for a complex mission-critical SAP landscape supporting global business operations.
- Delivered SAP technical consulting services covering:
 - SAP system administration
 - SAP lifecycle management
 - SAP upgrades
 - SAP technical implementations
 - System optimization
 - Production support
- Acted as the technical bridge between customer stakeholders, SAP teams, infrastructure teams, database administrators, and external technology providers.
- Supported SAP architecture and infrastructure design activities, including:
 - Hardware and software architecture reviews
 - Technical solution design
 - Capacity planning
 - High availability considerations
 - Disaster recovery planning
- Participated in SAP project delivery activities from technical planning through implementation, testing, deployment, and production stabilization.
- Supported SAP environments running on enterprise database platforms including Oracle Database.
- Performed SAP BASIS administration activities including:
 - SAP system monitoring
 - Performance analysis
 - Work process monitoring
 - Background job monitoring

- SAP system log analysis
 - Short dump investigation
 - Transport management
 - Technical troubleshooting
- Supported SAP availability and reliability improvements through:
 - Performance optimization
 - Preventive monitoring
 - Technical recommendations
 - Root cause analysis
 - Permanent problem resolution
- Participated in high availability and disaster recovery discussions, supporting the development of resilient SAP technical solutions.
- Managed technical change activities including:
 - SAP maintenance activities
 - Infrastructure changes
 - System upgrades
 - Production implementation coordination
- Worked closely with multiple technical domains including:
 - SAP BASIS
 - Database administration
 - Operating systems
 - Storage teams
 - Network teams
 - Security teams
 - Application support teams
- Conducted regular customer service reviews and technical discussions, ensuring alignment between customer requirements and delivered SAP services.
- Provided technical leadership and mentoring to SAP support teams, ensuring adherence to operational standards and best practices.

Technologies

SAP ERP | SAP ECC | SAP BASIS | SAP NetWeaver | Oracle Database | Linux | Unix | Microsoft Windows Server | SAP Monitoring | SAP Performance Optimization | High Availability | Disaster Recovery | SAP Technical Operations | SAP Production Support | Enterprise SAP Service Delivery

SAP BASIS CONSULTANT - POOL LEAD at IBM - ABB , DEUTSCHE BANK, SWIDISH POST, MEDIA SATURN

IBM – ABB | Deutsche Bank | Swedish Post | Media Saturn

April 2008 – May 2010

SAP BASIS Consultant and Pool Lead responsible for delivering SAP technical support, administration, and project activities for multiple enterprise customers across different industries, including industrial manufacturing, banking, postal services, and retail.

Worked within IBM's SAP outsourcing and managed services organization, supporting mission-critical SAP landscapes based on SAP R/3 Enterprise 4.7, SAP ECC 6.0, SAP NetWeaver 7.0/7.01, SAP Enterprise Portal, and SAP Solution Manager environments. Provided hands-on SAP BASIS expertise covering system administration, SAP lifecycle management, technical troubleshooting, performance optimization, database administration, and coordination of SAP operational activities across multiple customer environments.

Key Responsibilities & Achievements

- Acted as SAP BASIS Pool Lead, coordinating technical activities and supporting SAP delivery teams responsible for multiple enterprise customers.
- Provided SAP BASIS administration and technical support for large-scale SAP landscapes including:
 - SAP R/3 Enterprise 4.7
 - SAP ECC 6.0
 - SAP NetWeaver 7.0
 - SAP Enterprise Portal 6.0 / 7.0
 - SAP Solution Manager 4.0 / 7.0
- Supported SAP environments for customers across different industries:
 - ABB – global industrial manufacturing environment
 - Deutsche Bank – financial services and banking environment
 - Swedish Post – large-scale public service organization
 - Media Saturn – international retail environment
- Delivered SAP BASIS operational support including:
 - SAP system administration
 - Daily SAP monitoring
 - Incident and problem management
 - Root cause analysis
 - Performance troubleshooting
 - SAP technical maintenance
 - Production support
- Performed SAP technical administration activities including:
 - SAP instance management
 - Work process monitoring
 - Background job monitoring
 - SAP system log analysis
 - ABAP dump analysis
 - Lock management
 - Update troubleshooting
 - Transport management
 - Client administration
- Supported SAP lifecycle management activities including:
 - SAP installations
 - SAP upgrades
 - SAP kernel upgrades
 - Support Package Stack implementations
 - SAP Notes implementation

- Technical maintenance activities
- Performed SAP database administration activities across multiple database platforms including:
 - Oracle Database 10g
 - IBM DB2
- Supported database-related activities including:
 - Database monitoring
 - Performance analysis
 - Database troubleshooting
 - Backup and recovery support
 - Space management
- Supported SAP operating systems including:
 - IBM AIX
 - Linux
 - Microsoft Windows Server
- Provided SAP NetWeaver administration for ABAP and Java-based environments, including:
 - SAP instance configuration
 - Java stack administration
 - Technical troubleshooting
 - Performance optimization
- Supported SAP Enterprise Portal environments including:
 - Installation
 - Configuration
 - Patch management
 - Administration
 - Troubleshooting
- Supported SAP Solution Manager environments including:
 - SAP Solution Manager 4.0
 - Monitoring configuration
 - Technical system administration
 - Operational reporting
- Coordinated technical troubleshooting activities between:
 - SAP BASIS teams
 - Database administrators
 - Operating system teams
 - Network teams
 - Security teams
 - Application support teams
- Acted as escalation point for complex SAP technical incidents, ensuring timely resolution and effective communication with customer stakeholders.
- Participated in SAP technical projects including:
 - SAP system refreshes
 - SAP migrations
 - SAP upgrades
 - Infrastructure changes
 - Technical optimization initiatives
- Created technical documentation, operational procedures, and knowledge transfer materials to improve SAP support quality and operational efficiency.
- Supported and mentored SAP BASIS engineers, promoting knowledge sharing and adherence to SAP operational best practices.

Technologies

SAP R/3 Enterprise 4.7 | SAP ECC 6.0 | SAP NetWeaver 7.0 | SAP Enterprise Portal 6.0/7.0 | SAP Solution Manager 4.0/7.0 | Oracle Database 9i/10g | IBM DB2 | IBM AIX | HP-UX | Linux | Microsoft Windows Server | SAP Kernel | SAP SPS Upgrades | SAP Monitoring | SAP Incident Management | Problem Management | SAP Production Support | Enterprise SAP Operations

SAP BASIS CONSULTANT at AMERICAN STANDARD COMPANIES

AMERICAN STANDARD COMPANIES

January 2005 – February 2007

SAP BASIS Consultant responsible for the administration, maintenance, and technical support of SAP enterprise environments within a multinational manufacturing organization. Provided hands-on SAP technical expertise across SAP system administration, monitoring, troubleshooting, database support, and SAP lifecycle activities.

Supported SAP landscapes across development, quality assurance, and production environments, ensuring system stability, availability, and reliable operation of business-critical SAP applications.

Key Responsibilities & Achievements

- Provided SAP BASIS administration and technical support for enterprise SAP landscapes based on SAP ECC 6 and SAP NetWeaver-based environments.
- Performed daily SAP system administration activities including:
 - SAP system monitoring
 - SAP instance administration
 - User and authorization technical support
 - Background job monitoring
 - SAP spool administration
 - SAP system log analysis
 - Work process monitoring
 - Transport management
- Supported SAP technical operations across multiple system environments including:
 - Development systems
 - Quality assurance systems
 - Production systems
- Performed SAP installation and configuration activities including:
 - SAP application server installation
 - SAP instance configuration
 - SAP parameter tuning
 - System validation
 - Technical troubleshooting
- Supported SAP lifecycle management activities including:
 - SAP kernel upgrades
 - SAP Support Package implementations
 - SAP Notes implementation
 - SAP technical maintenance activities
- Provided Oracle database administration support for SAP environments including:
 - Database monitoring
 - Performance analysis
 - Database health checks
 - Backup and recovery support
 - Database troubleshooting
- Supported SAP operating system environments including:
 - Unix platforms
 - Linux platforms
 - Microsoft Windows Server environments
- Performed SAP troubleshooting activities including:
 - ABAP short dump analysis

- Update failure investigation
 - Lock management
 - Background job troubleshooting
 - Performance issue analysis
- Supported SAP change management processes, ensuring controlled implementation of SAP transports and technical changes.
- Assisted with SAP system refresh activities, client copies, and technical environment maintenance.
- Worked closely with SAP functional teams, infrastructure teams, database administrators, and business users to resolve SAP technical issues.
- Created technical documentation and operational procedures to support SAP administration activities.
- Participated in continuous improvement initiatives focused on improving SAP system reliability, monitoring, and operational efficiency.

Technologies

SAP ECC 6 | SAP Basis 6.20/6.40 | SAP NetWeaver | Oracle Database 9i/10g | HP-UX | Linux | Microsoft Windows Server | SAP Kernel | SAP Support Packages | SAP Monitoring | SAP Transport Management | SAP Client Administration | SAP Production Support

NETWORK ADMINISTRATOR at ERA LTD

ERA LTD

January 2001 – December 2004

Network Administrator responsible for the administration, maintenance, and support of enterprise IT infrastructure, including network services, servers, user environments, and core IT operations. Provided hands-on technical support across hardware, operating systems, networking, and infrastructure services, ensuring reliable availability and performance of business-critical systems.

Developed a strong foundation in enterprise infrastructure administration, system troubleshooting, and technical operations.

Key Responsibilities & Achievements

- Managed and maintained enterprise network infrastructure, ensuring availability, reliability, and performance of corporate IT services.
- Administered network environments including:
 - LAN/WAN infrastructure
 - TCP/IP networking
 - Network connectivity troubleshooting
 - Switch and router configuration
 - Network monitoring and performance analysis
- Performed server administration activities across Linux-based environments including:
 - Linux Server administration
 - User and group management
 - SAMBA administration
 - File and print services
 - System security configuration
- Supported enterprise IT infrastructure including:
 - Server hardware maintenance
 - Operating system installation and configuration
 - Hardware/software troubleshooting
 - Backup and recovery activities
- Managed user support activities including:

- User account administration
 - Access management
 - Desktop and application troubleshooting
 - Hardware and software installation
- Monitored system availability and performed proactive troubleshooting to minimize downtime and improve infrastructure stability.
- Supported IT security activities including:
 - User access control
 - Security policy implementation
 - Antivirus management
 - System updates and patching
- Performed technical troubleshooting across:
 - Network connectivity issues
 - Operating system problems
 - Hardware failures
 - Application-related incidents
- Supported infrastructure changes, upgrades, and technology improvements.
- Created technical documentation, system procedures, and operational guidelines.
- Collaborated with internal users and external vendors to resolve technical issues and deliver reliable IT services.

Technologies

TCP/IP Networking | LAN/WAN | Ethernet | Switches | Routers | Linux Server | SAMBA | DNS | DHCP | File Services | Hardware Support | Backup Solutions | System Administration | Network Monitoring | IT Infrastructure Support

● EDUCATION

15/10/2024 - 15/07/2025 - SVISHTOV, BULGARIA

MASTERS IN ECONOMICS - THE D.A. TSENOV ACADEMY OF ECONOMICS - UNIVERSITY

Level in EQF: 7 | Website: <https://www.uni-svishtov.bg/en>

01/04/2019 - 01/10/2024 - SVISHTOV, BULGARIA

BACHELOR - BUSINESS STATISTICS AND ANALYSIS- THE D.A. TSENOV ACADEMY OF ECONOMICS UNIVERSITY

Website: <https://www.uni-svishtov.bg/en>

● CERTIFICATIONS & PROFESSIONAL TRAINING

23/08/2026

Microsoft CERTIFIED - Microsoft Certified: Azure for SAP Workloads Specialty (AZ-120)

Website: learn.microsoft.com - [Verification](#)

29/07/2026

SAP CERTIFIED - Solution Transformation Consultant with SAP Cloud ALM

Website: www.sap.com - [Verification](#)

28/07/2026

SAP CERTIFIED - Solution Architect - SAP BTP

Website: www.sap.com - [Verification](#)

30/07/2026

SAP - Positioning SAP Cloud ERP Private and RISE with SAP

Website: www.sap.com - [Verification](#)

30/07/2026

SAP - Setting Up Joule Across your Organizational System Landscapes

Website: www.sap.com - [Verification](#)

31/07/2026

SAP - Boosting AI-driven Business Transformation with Joule Agents - Course Completion

Website: www.sap.com - [Verification](#)

03/03/2026

Microsoft CERTIFIED - Microsoft Certified - Azure Fundamentals (900)

Website: learn.microsoft.com - [Verification](#)

01/06/2011 - 30/06/2011 - WALDORF, GERMANY

SAP BW360 - BW PERFORMANCE AND ADMINISTRATION- SAP AG

Website: www.sap.com

01/03/2011 - 31/03/2011 - WALDORF, GERMANY

TADM100 - SAP NETWEAVER AS IMPLEMENTATION AND OPERATION - SAP AG

Website: www.sap.com

01/08/2010 - 31/08/2010 - WALDORF, GERMANY

SAP CERTIFIED - C_TADM51_70 – SYSTEM ADMINISTRATION (ORACLE DB) WITH SAP NETWEAVER 7.0- SAP AG

Website: www.sap.com

01/07/2010 - 30/07/2010 - WALDORF, GERMANY

EP100 - MANAGING ENTERPRISE PORTAL CONTENT- SAP

Website: www.sap.com

01/03/2010 - 31/03/2010 - BRNO, CZECHIA

E2E100 – END-TO-END ROOT CAUSE ANALYSIS - PERFORM E2E DIAGNOSTICS TO ISOLATE THE COMPONENT CAUSING THE PROBLEM IN A HETEROGENEOUS IT LANDSCAPE. SAP WEB AS ARCHITECTURE- IBM

Website: www.ibm.com

01/11/2009 - 30/11/2009 - BRNO, CZECHIA

IBM - UNIX/AIX - AU13- IBM

Website: www.ibm.com

10/09/2008 - 30/09/2008 - BRNO, CZECHIA

ADM505 - DATABASE ADMINISTRATION ORACLE- IBM AND SAP

Website: www.ibm.com

01/02/2007 - 28/02/2007

NETWORK SECURITY - BUSINESS POLICY AND PROCEDURE, CRYPTOGRAPHY, INFRASTRUCTURE, MODELS, REMOTE ACCESS, SYSTEM MANAGEMENT, THREATS, AND TOOLS - BRAIN BENCH COMPANY

01/07/2006 - 31/07/2006 - SOFIA, BULGARIA

GENERAL ENGLISH AND BUSINESS COMMUNICATION SKILLS- BRITISH COUNCIL

Website: <https://www.britishcouncil.bg/en>

01/05/2006 - 25/05/2006

COMPUTER FORENSICS (U.S.) ADVANCED - ANALYZING EVIDENCE, COLLECTING EVIDENCE, DATA TYPES, EXAMINATION PROCEDURES, FORENSIC TOOLS, INITIAL ANALYSIS, INVESTIGATIVE PREPARATION, AND REPORT FINDINGS - BRAIN BENCH COMPANY

01/10/2005 - 31/10/2005

LINUX GENERAL (ADVANCED) – ADMINISTRATION GENERAL CERTIFICATION PROGRAM- BRAIN BENCH COMPANY

01/01/2003 - 31/12/2003 - GABROVO, BULGARIA

CISCO – CCNA - FULL CERTIFICATION- CISCO SYSTEMS

LANGUAGE SKILLS

Mother tongue(s): BULGARIAN

	Listening	Reading	Spoken production	Spoken interaction	
ENGLISH	C2	C2	C2	C2	C2
SLOVAK	B1	B1	A1	A1	A1
CROATIAN	A1	A1	A1	A1	A1

SKILLS

SAP | SAP ERP | SAP ECC 6.0 | SAP S/4HANA | SAP NetWeaver | SAP BASIS | SAP Fiori | SAP Gateway | SAP HANA | SAP Solution Manager | SAP Cloud ALM | SAP BTP | SAP RISE | SAP Enterprise Cloud Services (ECS) | SAP Cloud Connector | SAP Web Dispatcher | SAP Enterprise Portal | SAP BW | Oracle Database | Oracle Upgrade | Oracle Patching | Oracle Installation | Oracle Migration | IBM DB2 | Database Administration | Database Migration | SAP Installation | SAP System Copies | SAP System Refreshes | SAP System Release Upgrades | SAP Enhancement Package (EHP) Upgrades | SAP EHPi Installations | SAP SPS Implementations | SAP Kernel Upgrades | SAP Notes Implementation | SAP Transport Management (TMS) | SAP ChaRM | SAP Monitoring | SAP Performance Optimization | SAP Troubleshooting | SAP High Availability | Disaster Recovery | Linux | Linux Red Hat | Linux SUSE | Linux Debian | Linux Slackware | Unix | HP-UX | IBM AIX | Windows Server | Microsoft Office | TCP/IP Networking | DNS | DHCP | Cloud SAP ERP | SAP Hybrid Cloud | Microsoft Azure | Amazon Web Services (AWS) | Google Cloud Platform (GCP) | Hyperscaler Cloud Platforms | Cloud Migration | Technical Architecture | SAP Technical Service Management (TSM) | ITIL | Incident Management | Problem Management | Change Management | Root Cause Analysis | Technical Leadership | Customer Management