JOANNE L. CRUZAT

Birth Date: September 27, 1993
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- ➢ I am seeking employment with a SAP company where I can use my SAP System skills to grow.
- ➢ I want to succeed in a stimulating and challenging environment, building the success of the company while I experience advancement opportunities using my SAP knowledge.

PROFESSIONAL EXPERIENCE

◆**SAP BASIS Administrator / IT Specialist**

SMITS Inc.
October 1, 2018 – Present

- **SAP Basis Administrator Level 2**
  - AP External Support for New SAP System Checks (i.e CQC)
  - SAP related Projects Support and Implementation
    - Server Upgrade
    - SAP ECC OS Upgrade (BRS)
    - SAP Client Copy
    - SAP System Copy
    - Server Installation
    - System Refresh
    - Database Reorganization
    - SSO Implementation
    - Database Password Policy
    - AS Java Component Upgrade (via SUM)
    - SAP Vulnerabilities remediation
    - SBOP Client Patch Level Upgrade
    - SAP Password Complexity Implementation
  - SAP Systems Report
    - PH Reports (i.e System Availability, Backup Logs, Transport Logs, Incident Reports, Database Growth) - Weekly, Monthly and Quarterly Basis
    - MY Reports (i.e System Availability, Database and Disk Report, CONCALL Report, System Performance) - Weekly and Monthly
  - DR Testing (Quarterly Basis)
  - Monthly Data Restoration and Recovery
  - Support for SAP Audit Checking (Internal and External)
  - SAP Incident Management and Reporting
  - Transport Request Processing
  - Printer troubleshooting and Installation
  - Activity Checklist Monitoring
  - Clearance Checklist Processing for SAP Accounts

- 2nd Hand End User Support via phone and Emails
- Support for SAP Security Level 1
- Updating SAP Operations Manual Procedure
- HR Executive Patching / Support
- Install/Renew of SAP License
- Adding storage using AIX OS
- Knowledge in RFC Connection
- Installation of DAA in Sap Management Console
- Generating SAP system measurement in compliance to SAP license audit
- HANA restoration using File backup
- Renewal of CSR certificate
- Java Import and export

◆**SAP SECURITY**

(Specific Petron server only PHILIPPINE acct)

SMITS Inc. – San Miguel (HEAD Office)

April 30, 2015 – September 30, 2018

- **Deployed: Petron Corporation, SAP Security Junior Administrator Level 1**
  - Monitoring of all Petron servers (DEV, QAS and PROD also Non SAP server)
  - Weekly and monthly DEV, QAS and PROD server patch maintenance
  - Doing checklist for future purposes and backtrack issues including event viewers
  - Backups/recovery, troubleshooting as well as administers databases, conducts fail over of production systems, monitors and ensures performance of SAP systems.
  - Monthly change password (SAP R3)
  - Remote monitoring or on-site support as required by the situation during critical periods (24/7 onsite or remote support).
  - Weekly and Monthly report
  - Cloning of VTL backups and archive logs to Tape
  - Extension of tablespace in every server once it is critical
  - Manual run of offline and online backup
  - Execution of monthly jobs
  - Monitoring and manual run of process chain in BA
  - Perform user administration and account modification
  - Administrated Oracle database: Space management and other database activities using BRTOOLS and SQL plus

Client-Side Support:

- Supports SAP Printer problems, issues, and configuration
- Basic helpdesk and troubleshooting for user calls
- Supports client requests on server modification
- Check users that are locked and canceled jobs
- Do SAP password reset
- Create SAP ID (Personnel ID, Roles and Profiles)
- Edit, add and remove roles and profiles
- Transport using SAP R3
- Support minor System Admin and Network Engineer task

TECHNICAL SKILLS

- SAP Security operations / SAP Administration
- Monitoring the SAP system for health and performance issues
- Batch jobs creation, controlling and all management operations
- Data Management
- Backup and Storage (Networker, Data Domain)
- Operating System Administration (Windows, AIX, LINUX, HP-UX)
- Computer Proficient (MS-Office, Troubleshooting)
- Have good interpersonal, oral, and written communications skills.

SKILLS AND INTERESTS

◆ Knowledgeable in:

- ✦ SAP Administration / SAP Authorization
  - SAP Printer Installation
  - SAP shutdown and startup
  - SAP HANA, SAP CRM, SAP SRM Landscape, SAP ECC, Ariba

EDUCATIONAL BACKGROUND

Bachelor of Science in Computer Engineering
Lipa City Colleges – Lipa City, Batangas
March 2015

JOANNE L. CRUZAT