

# Satish Kumar

Delhi, India | +91-9756416853 | sksharma.sap1@gmail.com | [LinkedIn](#)

## Professional Summary

SAP Basis Consultant with 3.6+ years of experience in SAP administration, system monitoring, transport management, and performance optimization across ECC, S/4HANA, and Fiori landscapes. Skilled in Agile/Scrum, ITSM tools (ServiceNow, CHARM), and Jira administration. Adept at troubleshooting, system refreshes, and ensuring compliance with security and audit standards. Seeking to leverage technical expertise in SAP Basis, DevSecOps, and enterprise digital transformation.

## Core Skills

- SAP Basis Administration | SAP ECC, S/4HANA, Fiori
- User & Role Management (SU01, PFCG, SUIM)
- Transport Management (TMS) & CHARM
- System Refresh | Client Copy | Kernel Upgrades | Add-On Installations
- Performance Monitoring (ST02, ST03N, SM21, ST22, RZ20)
- HANA & Oracle Database Administration | Backup & DR
- Jira Administration | Agile & Scrum Practices
- ITSM Tools: ServiceNow, SolMan, Charm

## Professional Experience

### SAP Basis Consultant | Migaro Technology Pvt. Ltd.

Client: Jindal Steel & Power (JSPL) | Jan 2025 – Present

- Managed end-to-end SAP Basis administration including user management, authorizations, and audit compliance.
- Performed transport imports/exports, release management, and monitoring across DEV, QA, and PROD.
- Conducted system health checks, kernel upgrades, support package installations, and client administration.
- Optimized system performance using ST02, ST03N, ST22 resulting in improved uptime.
- Supported HANA/Oracle DB administration, log monitoring, and backup verification.
- Delivered Go-Live & Cutover support, ensuring seamless migration with minimal downtime.

### **SAP Basis Consultant (L1) & Jira Administrator | Randstad India Pvt. Ltd.**

Client: Dr. Reddy's Laboratories | Jun 2023 – Dec 2024

- Delivered L1 SAP Basis support: user administration, job monitoring, and transport handling.
- Managed Jira workflows, automation rules, and dashboards for cross-functional teams.
- Improved incident & change management by integrating Jira with ServiceNow and SAP.
- Facilitated Scrum ceremonies, sprint planning, backlog grooming, and agile tracking.
- Generated JQL reports and dashboards improving ticket visibility and decision-making.

### **SAP Basis Consultant | Flexon Technologies Pvt. Ltd.**

Client: Scania AB | May 2022 – Jun 2023

- Provided SAP Basis support for ECC & S/4HANA, ensuring system stability.
- Handled transport management, client copies, refreshes, kernel upgrades, and SAP note implementations.
- Conducted system health checks and collaborated with OS/DB teams for patching and backups.
- Assisted in cutover planning and post-refresh activities ensuring smooth releases.

### **Customer Care Executive | Aegis Customer Support Services Pvt. Ltd.**

Dec 2020 – Dec 2021

- Managed customer inquiries, sales support, and complaint resolution for automobile clients.
- Improved customer satisfaction by providing accurate information and follow-ups.

### **Education**

Bachelor of Science (Mathematics Hons.) – Delhi University | 2016