

## **HARINDER SINGH DHILLON**

SAP Basis Lead Consultant

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### **PROFILE**

ITIL Certified having 14+ years of work experience with 11+ years being in SAP Implementations, Upgrades, Migrations and Support Projects, involving in landscaping and designing, implementations & up gradations and developing SAP Infrastructure Covering the back domain in designing Network infrastructure, Troubleshooting the whole network with all the skills and extensively involved in SAP & IT Infrastructure activities.

### **SAP Professional Summary**

- SAP ECC EHP7 Implementation
- SAP BI 740 Implementation
- SAP SRM 7.3 Implementation
- SAP PI 7.1 Implementation
- SAP EP 740 Implementation
- SSL Implementation for SAP ESS-MSS & other SAP Web Applications with Microsoft AD.
- SSO Implementation for SAP GUI Users with Microsoft AD
- SAP Fiori Implementation on SAP ECC 6.0
- SSO Implementation for Fiori Apps with ADFS on SAP EP.
- SAP Screen Personas Implementation on SAP ECC 6.0
- SAP NW BI 7.40 SP Upgrade
- SAP ECC MDG SP Upgrade
- SAP SRM 740 Upgrade
- SAP PI 740 Upgrade
- SAP ECC/ with IBM DB2 Systems Hardware Migration
- SAP BOBJ Upgrade
- SAP ECC & BW Hana Migration from SAP ASE
- SAP Lumira Installation
- SAP Solution Manager 7.2 Installation.
- IBM DB2 Database Version Upgrade
- AIX OS TL Upgrade on IBM Power Systems landscape
- Successfully complete 6 SAP ERP END to END Implementations, Disaster Recovery Setups and Three Sap Upgrade Projects as a Team Lead of system landscapes in SUN SOLARIS on Sun Cluster, IBM AIX 5.3, and AIX 6.1 on IBM Cluster/Oracle and HP-UX/Oracle platforms.
- SAP OS/DB Migration from Sun Solaris to AIX 6.1
- Oracle Upgrade from 9.2.0.7 to 10.2.05 on Sun Solaris
- Oracle Upgrade from 10.2.0.5 to 11.2.0.3 on AIX 6.1
- SAP BI 7.3 EHP1 Implementation on AIX 6.1/Oracle 11g
- SAP 4.7 Ext2 Upgrade to ECC6-EHP6 on AIX 6.1/Oracle.
- One BW 3.5 Upgrade to NW2004s BI 7.0 on Sun Solaris/Oracle & Oracle Upgrade from 8i to 9i & 9i to 10g
- SAP 4.6D Upgrade to ECC6 on Sun Solaris/Oracle

- SAP 4.7 Ext2 Implementation on Sun Solaris/Oracle
- SAP ECC 5 Implementation on IBM / AIX
- SAP ECC 6 Implementation on Sun Solaris/Oracle
- SAP ECC 6 Implementation on HP-UX/Oracle
- SAP ECC6 Implementation on Windows/MS-SQL
- ECC 6 Best Practices Chemical Implementation on Windows 2003 /MS-SQL
- SAP ECC 6 Best Practices Baseline Package for INDIA Implementation on HP-UX /Oracle
- Sap Solution Manager 4.0 SR3 Implementation RHEL Linux / Oracle
- Sap Solution Manager 4.0 SR3 Implementation Windows 2003 / Oracle
- Six Disaster Recovery Implementation on IBM AIX/Oracle, SUN Solaris/Oracle, Linux/Oracle and Windows/Oracle
- EP implementation on NW2004s on SUN SOLARIS/Oracle Platform
- Knowledge MANAGEMENT implementation on NW2004s on SUN SOLARIS/Oracle Platform
- Performed Oracle Database upgrade from 8.1.7 to 9.2.0. to 10.2.0.1 (patch set 10.2.0.2, 10.2.0.4)
- Performed Oracle Database upgrade from 9.2.0. to 10.2.0.5 (OS Sun Solaris)
- Performed Oracle Database upgrade from 10.2.0.5 to 11.2.0.3 (OS AIX 6.1)
- Performed Heterogeneous (OS/DB Migration) system copy of SAP R/3 from Sun Solaris 9 to AIX 6.1 with Oracle Database 10.2.0.5
- Performed Homogenous System Copy.
- Performed Kernel Upgrades and applied Support Packages
- Client Administration
- Background job Administration, System Health checks, Transport Management System.
- User management, authorizations and role assignment for standard User Roles in portals and backend systems.
- Troubleshooting and handling security issues.
- Managing System profiles, Operation modes & performance monitoring at various levels like OS, and R/3 Application.
- Backup and Restore of system landscapes.
- Recovered SAP 4.0 B System with Oracle 8 for a client when their system was crashed, and database is corrupted
- Configuring and troubleshooting the printers.
- Troubleshooting the Level-4 calls of Performance or any other issues either on OS, Database or SAP Application.
- SAP Fiori Implementation on SAP ECC 6.0
- SAP Screen Personas Implementation on SAP ECC 6.0

## **Educational Summary**

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- B. Tech Computers from Kurukshetra University in 1996-2000
- 12th from SA Jain School, Ambala, Board of Intermediate Education in 1995, secured 80%.
- 10th from SA Jain School, Ambala, SSC in 1993. Secured 72% marks.

## SAP Project Experience

### Project:

- Project	- Biocon (Bangalore), Handling other multiple Support Projects
- Duration	- May 2014 to till date
- Project Description	- Implementation, Upgrade, Migration & AMS
- Role	- Lead Consultant
- Responsibilities/ Deliverables	<ul style="list-style-type: none"><li>- Implementation of SAP ECC, MDG, SRM, CRM, PI, ESS-MSS.BOBJ</li><li>- Design the Architecture and landscapes for all SAP Systems.</li><li>- Build All SAP Systems</li><li>- Worked on Implementation, Migration and SAP Upgrade Project on SAP Products Implemented.</li><li>- Successfully Completed the Project within the defined timelines.</li><li>- After the Implementation, Continue with AMS Support</li><li>- AMS Support includes SAP Basis support all SAP Systems and AIX. Power Vm, PowerHA for IBM Power Systems and SAN Support to create, extend, delete LUN and Raid Groups.</li><li>- Below major Projects executed in AMS apart from SAP Basis Support<ol style="list-style-type: none"><li>1. Implement SSL for ESS-MSS &amp; other SAP Web Applications with Apache Reverse Proxy and Web Dispatcher.</li><li>2. Streamline Backup Policy and DB Backup Automation.</li><li>3. SAP Upgrade of ECC, SRM, PI, BOBJ Systems.</li><li>4. Database Upgrade of SAP ASE</li><li>5. System Refresh of SAP ECC, SRM, CRM &amp; MDG Systems</li><li>6. AIX TL Upgrades and AIX OS Support.</li><li>7. Support Power VM to manage LPARS</li><li>8. SAP ECC &amp; BW Migration to HANA Database from SAP ASE.</li><li>9. Implement SSO for Solman Service Center with ADFS EP.</li><li>10. Implement SSO For Fiori Apps with ADFS</li><li>11. Implement SSO for SuccessFactors with EP</li><li>12. SAP Lumira Installation.</li></ol></li></ul>

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**Worked with Infosys at Bangalore as SAP Basis Solution Architect from Aug 2013 to till April 2014 on the payrolls of Atem Software.**

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### ***Assignments & Responsibilities.***

1. Worked on Migration and SAP Upgrade Project at Client Tejas Networks
2. Tejas Networks was using SAP ECC6 with Oracle 10 and Windows 2003 Servers.
3. Project Scope is to design the new hardware as per future requirements for next 5 years and Migrate SAP Application to new hardware and upgraded OS Windows 2008 R2, Oracle DB upgrade from 10.2 to 11.3, Upgrade SAP Application to SAP ECC6 EHP6 from SAP ECC6.0 and Disaster Recovery Implementation.
4. Successfully Completed the Project within the defined timelines

5. Design the Architecture and landscapes for the new projects as per RFP scope.
6. Currently Working as a Team Lead and Handling Multiple Support Projects

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**Worked with Trident Group as SAP Basis & Server & Database Administration Team Lead from SEP 2009 to July 2013.**

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*Trident Group is a leading Textile exporter for US and Europe companies like Walmart, JCpenny*

***Responsibilities in Trident***

- Evaluation of Platform and Vendors as Trident is going for SAP Hardware Upgrade.
- Done the hardware sizing and solution designing with the Vendor IBM for New SAP Landscape on IBM Power 7 Systems.
- Implemented 1<sup>st</sup> Phase of the solution on DC & DR based on IBM Power 7 and V7000 Storage.
- SAP R/3 OS/DB Migration from Sun Solaris 9 to AIX 6.1  
**(Downtime Estimation after doing all the pilot testing and test runs was approx. 3+ days. We consulted with SAP & other consulting partners also but with the solutions provided downtime were not reduced significantly and Migration project is just stuck there as it's not possible for business to afford the downtime of 3+days. Maximum Downtime possible was 24 Hrs. Then we (our in-house team) taken the target and after 30 days spending on R&D to find the solution we finally done the migration within permissible downtime limits (less than 24 hrs)**
- SAP Upgrade Project from SAP R/3 4.7 to ERP6-EHP6 is in process.
- Implemented Virtualization Technology in SAP and Non-SAP Environments
- Responsible for leading the SAP Basis & System Administration Teams having Sap Basis, IT Security, Microsoft Solutions like PDC, ADC, Ant Virus, Legacy Intranet applications on SQL database, and Mailing Solutions. Of Lotus Notes.
- Analyzing the Gaps in the processes of IT Infrastructure & providing best possible solution.
- Communicating with Competency Director and Competency Lead & core team about the issues and projects
- Leading the project of IT Infrastructure Data Centre revamp including SAP hardware upgrade Non-Sap Servers Upgrade (legacy application), Storage & Backup Device & Software Upgrade Network Upgrade., Messaging System Migration from Sify Hosting to INHOUSE Data Centre, Built of New Data Centre & Disaster Recovery Data Centre & Migration of DC & DR to new locations
- Leading SAP Upgrade Team (From R/3 4.7 Enterprise to ECC6)
- Providing L1, L2, L3 SAP Basis Support to Trident Group Companies, Trident Home Textile, Trident Yarns, Trident Chemical, Trident Energy, Praneel Corporate Service (SAP Implementation Partners)

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**Worked with Ciber India and deputed on client site at PHILIPS INNOVATION as a Sap Basis Team Lead from May 2009 to September 2009**

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*Ciber India is a leading Company in Us and Europe in IT Consulting Solutions*

- Responsible for leading the Basis Support team for Philips.
- Analyzing the needs of customer & providing best possible solution.
- Communicating with Competency Director and Competency Lead & core team about the issues and projects

- Providing L1, L2, L3 support to Philips Consumer Lifestyle, Lighting, DAP and HealthCare Kernels

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**Wentregue Enterprise solutions business unit of-CITAGUS SOFTWARES PVT. LTD. Bangalore Since July'08 to Mar 2009 as a Technical Lead**

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*The Company is a leading US Company providing solutions in SAP Implementation & post implementation support to customers in India & US.*

**Project Management**

- Responsible for leading the team for implementation and upgrade projects.
- Analyzing the needs of customer & providing best possible solution.
- Analyzing & finding the Gaps & filling the gaps.
- Communicating the steering committee & core team about the status of projects.
- Providing support to US based clients.

**Employer**                **Wentregue – a business of Citagus, Bangalore.**

**Client**                   **BioMax Fuels Limited, India.**

**Project Name**        **SAP MAX (SAP ERP 2005 Implementation and Support)**

**Role**                    :    **SAP Basis Team Lead**

**Responsibility**

1. Hardware Sizing and Defined SAP Architecture
2. Define Project Plan
3. Installation and Configuration of Development, Quality and Production Systems of SAP ERP 2005 SR2 with BP INDIA Package on HP-UX/Oracle
4. Installation and Configuration of **SNC SAP Router** on HP-UX and on Windows.
5. Installation and Post – Installation activities of **SAP Solution Manager 4.0 SR3** on RHE LINUX/Oracle.
6. Post – Installation activities of **SAP ERP 2005 SR2** on HP UX.
7. Installation of BP **Package V5.600 for India.**
8. Communication with SAP for License issues.
9. Apply Support Packages for ABAP Stack using **SPAM** and for JAVA Stack using **JSPM**.
10. Apply Kernel Patch.
11. Apply SAP note using **SNOTE**.
12. Configuration of Transport Management System.
13. Configuration and Taking Backup using **BRTTools**.
14. Configuration of **Maintenance Optimizer**.
15. Configuration of **Early Watch Alerts**.
16. Configuration of **Central System Administration**.
17. Configuration of **System Monitoring**.

18. Configuration of **Service Desk**.
19. Performed Pre-Go-live and Post Go-live checks with SAP
20. Define, Develop and Maintain all documentation and procedures to provide a stable, reliable system environment
21. Define and Implement Security Policies for SAP, DB and OS
22. Define and Implement Backup Policies
23. Define and Implement Change Management Policies
24. Define and Implement Incident Report Management

**Duration** : AUG 2008 to April 2009  
**Hardware** : HP Integrity rx2660 Server, HP Proliant DL380 G5 Server.  
**ERP** : **SAP ERP 2005 SR2, SAP Solution Manager 4.0 SR3.**  
**Operating System** : **HP UX 11.23**, Windows 2003 Server, RHE Linux 5  
**Database** : Oracle 10 g

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**TRIDENT GROUP** - Worked with Trident Group as **Deputy Manager** from **March 2007 to July 2008**

## **SAP UPGRADE EXPERIENCE**

**ERP** : **SAP BW 3.0B to SAP NetWeaver 2004s BI 7 and SAP R/3 4.7 to ECC 6.0**  
**OS & RDBMS** : **Sun Solaris 9 on Sun Cluster with ORACLE Database**

### **Contributions:**

- Performed Homogenous System Copy of Production System into Test System
- Upgrade Oracle Database from 8.1.7.4 i to 9.2.0.8
- Upgrade Oracle Database from 9.2.0.8 to 10.2.0
- Apply Interim Patches
- Executed PREPARE
- Involved in performing in **Security Upgrade**
- Performed SAP upgrade using Sap Up tool with Downtime minimized strategy
- Performed post installation activities.
- Kernel Upgrade
- System and Database backups.
- Co-coordinating with the OSS Notes
- Maintaining issue logs with the time stamps

### **Achievements in Upgrade.**

- Install Sun Solaris OS on Test System for Upgrade
- Install Sun Solaris patches

- Storage Configuration
- Raid 5 Configuration
- Mount required File Systems
- Upgrade of NW 2004s BI 7.0 and SAP ECC 6.0 performed Independently

### **ERP SAP R/3(4.7), Ecc 5.0, Ecc 6.0 & Sap Netweaver 2004s, Operating System Sun Solaris 5.9 With Sun Cluster, IIBM AIX 5.3 With Cluster, Windows NT**

- Upgrade- Kernel, SPAM versions/Support Packages
- RFC Connection
- Transports Domain Configuration, executing transports between Dev, Quality & Production R/3 Servers.
- SAP Users Administration, Profile Matrix Creation and Authorization
- SAP OSS Users Creation, OSS Developer Keys, SAP OSS Notes Updation
- Applying latest SAP support packages and kernel up gradations
- Basis activities such as Client copy, authorization & profiles, performance tuning of OS /Oracle / SAP, Go Live checks, Early Watch Report etc.
- Database Monitoring, Tablespace Administration, .
- SAP Reports Scheduling Jobs.
- Ensuring proper backup procedures
- Installation, configuration and maintenance of Disaster recovery setup for R/3 application and oracle database servers.

### **Database Administration**

- Backing up and Checking the Database and Redo Log files
- Monitoring the Database Growth
- Checking the Alert files for abnormal activities and taking corrective action.
- Extending the Database/Tablespace
- Checking the Database Performance
- Documenting Strategies for Backup and Recovery of the Database

### **Operating System (SunOS and IBM AIX with cluster solution)**

- Documenting Server Security Policy and applying them
- Checking the System Log file
- Checking the Disk Space
- Performing a complete System backup

### **#. Responsibilities**

- 1 Monitoring On-line and Off-line Back-ups.
- 2 SAP Notes Implementation.
- 3 Achieved logon load balancing of all user activities to uniform utilization of available resources.
- 4 Configure functional workgroups for Load-Balancing.
- 5 Performance Monitoring.
- 6 Spool management
- 7 User Profile, Roles and authorization.

- 8 Stms-managing and handling transport requests
- 9 Monitoring table locks
- 10 Client Copy
- 11 Managing sscr keys/requests
- 12 Configuration of operation modes & sap profile parameters management
- 13 Background job handling

### **# Implementation of Disaster Recovery setup**

*Client:* Trident Industries Limited –

*Role:* SAP Basis Technical Lead

*Environment:* Sun Solaris/Oracle Database 9 and SAP R/3 4.7, Sun Solaris /Oracle Database 10 and SAP ECC 6.0

#### **Contribution:**

- Analysis of Server Sizing /Hardware Requirements for Standby servers
- Installation of Sun Servers /Hardware
- Installation of Application Server and database server
- Restore Primary Database Backup in Standby database server.
- Standby database Configuration on primary and Secondary (DR) servers
- Configuration of Auto Replication with Primary Server.
- Final Testing of Disaster Recovery Servers.

### **Sanchit Solution Pvt Ltd, Delhi from Sep-2004 to Feb -2007**

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Sanchit Solutions Pvt. Ltd. is business associate of James Martin Consulting. Sanchit Solutions Pvt. Ltd. is a premier consulting company in providing Enterprise solutions and Post-Implementation for the past 6 years, it is professionally managed company run by SAP certified consultants.

#### **Client Responsibilities**

- Monitoring On-line and Off-line Back-ups.
- SAP Notes Implementation.
- Achieved logon load balancing of all user activities to uniform utilization of available resources.
- Configure functional workgroups for Load-Balancing.
- Spool management
- User Profile, Roles and authorization.
- Stms-managing and handling transport requests
- Monitoring table locks
- Client Copy
- Managing sscr keys/requests
- Configuration of operation modes & sap profile parameters management
- Background job handling



## **# Implementation of Disaster Recovery setup**

*Client:* Emami India Limited

*Role:* Sap Basis Technical Consultant

*Environment:* ECC 5.0, Oracle, IBM AIX

### ***Contribution:***

- Analysis of Server Sizing /Hardware Requirements for Standby servers
- Installation of IBM P5 servers /Hardware
- Installation of Application Server and database server
- Restore Primary Database Backup in Standby database server.
- Standby database Configuration on primary and Secondary (DR) site servers
- Final Testing of DR Site

## **NON-SAP EXPERIENCE**

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### **Euro Exports, Chandigarh**

*07/2000-08/2004*

#### **JOB SUMMARY OF RESPONSIBILITIES HELD:**

Administrative planning and operational responsibility for all PC servers, desktops, and associated peripherals, all switch hardware configurations, Windows98, and Windows95, Windows XP, 2000,2003 Professional operating systems applications. To develop and implement plans for hardware, network and software purchase, installation, configuration and maintenance in conjunction with technology enhancements developed by other departments within the Organization.

#### **Responsibilities:**

- Computer networks installation & management
  - Hands on experience in LAN environments
  - Diagnosis of hardware and software difficulties with PCs and networks.
  - Troubleshooting connectivity issues for Local and Remote area networks.
  - Responsibility for administration.
  - Support to networking breakdown calls.
  - Daily Backups, Anti-Virus Up gradations etc.
  - Maintain CRM
  - Install and Maintain VOIP Routers and GWs
  - Evaluating the needs and providing the best accordingly while satisfying the organization at the appropriate level.
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## **SOFTWARE KNOWLEDGE**

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**ERP**

**Database**

**Operating System**

**SAP R/3(4.7), Ecc 5.0– Basis Administrator**

**Oracle 8i,9i,10g, MS SQL**

**Windows NT/2000/2003, AIX 5.0, Sun Solaris 5.9**