

Ihsan Zaghmouth
Sr. SAP Architect & Basis Consultant
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Objective

A challenging Sr. SAP Basis Consulting and Systems Support Analyst position, to assist, propose, recommend, design, implement and support the implementation of SAP R/3 client-server corporate systems and networking solutions, utilising systems running UNIX, Windows NT, SAP, ABAP/4 and Shell programming.

Overview

Mr. Zaghmouth has 6 years of SAP consulting experience, in addition to 10 years of network systems consulting. His specialty is BASIS administration & programming. Responsible for the following:

- Managing the implementation SAP-R/3 Basis product.
- Planning and managing the installations/upgrades of all releases of the SAP-R/3 software.
- Coordinating uploads and downloads of information in and out of SAP system.
- Maintaining SAP's Correction & Transport system. Maintaining SAP's printing and file management systems.
- Technical responsibility for interfaces with all non-SAP software.
- Maintaining environment for ABAP/4.
- Performance tuning (analyzing & measuring) of SAP product.
- General support and consulting to the application area.

Relevant Engagements and Projects

Sep/1999 - Present

(SUN Microsystems - SAP Professional Services)

Currently, working for SUN Microsystems as SAP Architect Engineer and represent their Professional Services division in the USA.

Senior SAP Architect Engineer — Nortel Networks, Santa Clara, CA.

Assisted with Nortel's migration project from Legacy systems to E10000 SUN high end servers and A5000 storage arrays. Detailed and load balanced a 300GB database for enhancing I/O performance and response time. Provided Database Growth strategies and best-fit procedures for expansion.

Senior SAP Architect Engineer — Halliburton (Origin Technology), Dallas, TX.

Lead a project for creating a reporting instance, a daily replica from production to alleviate load and enhance performance and response time on main production instance. 2500 online users and 800GB Oracle database. Designed and implemented all scripts, ABAPs and procedures and wrote an operational basis manual for their staff to follow and execute on a daily basis. Hardware SUN E10000, E6500, E4500 and EMC storage arrays with a Gigabit VLAN.

Senior SAP Architect Engineer — Ultramar Diamond Shamrock, San Antonio, TX.

Assisted the client and provided a recommendation on how to split CI and DB in a Sun Cluster 2.2 implementation on E4500 and E6500 servers. Evaluated and recommended a performance strategy to the overall landscape setup. In the middle of planning a migration and upgrade from 3.1H to 4.6B. Sun Cluster 2.1 to 2.2 upgrade planning is included.

Senior SAP Architect Engineer — Tellabs, Inc , Chicago, IL.

Assisted the client and provided a plan and design on how to split CI and DB in a Veritas Cluster with SAP, Informix and NFS Agents. Implementation on E6500 servers. Evaluated and recommended a performance strategy to the overall landscape setup. In the middle of planning a migration and upgrade from 3.0E to 3.0F and finally to 4.6B.

1997 – August/1999**Senior Basis Consultant — Spearhead System Consultants (US) Ltd.**

Trained clients of Spearhead and SAP America in the Basis area.

1998 - 1998**Senior Basis Consultant — TSI, Inc., Florida.**

Upgraded SAP from 3.1H to 3.1I on Compaq Proliant 7000 with WinNT/Informix 7.0 and upgraded Industry Solution AFS from SAP V1.0C to V1.0D. Installed Fixpack#1, #2 and #3 and all post released notes fr V1.0D. Installed and setup production susyems including 3 application servers. Installed and maintained logon load balancing and user groups by branch. Setup of "daily" and "nightly" operation modes per server and grouping processes for achieving a satisfactory performance.

Senior Basis Consultant — CHANEL, Inc, New Jersey

Leading and supporting SAP 3.1H on HP K-series, HP-UX 10.20 with ORACLE 7.3.3.6 Expanded and scaled the Database for the clients requirements. Created 6 clients for the development team, applied 30 Hot packages and upgraded SAP patch Manager. Loaded a pre-configured client PCC. Operation modes setup on all systems. Installed CTS scripts to facilitate transports between DEV, QAS and PRD systems. Assisting in resizing and stabilizing the whole chain of SAP systems and addressing overall performance issues, especially with ALE/EDI IDOC processing. Assisting all teams and applying OSS note fixes/repairs. Setup of "daily" and "nightly" operation modes per server and grouping processes for achieving a satisfactory performance. GO LIVE is January 4 - 1999.

Senior Basis Consultant — Honey Baked Ham, Atlanta

Installed SAP 3.1H and MS SQL 6.5 on Proliant compaq 7000 systems. Expanded and scaled the database for the client's requirements. Created 6 clients for the development team, applied 28 hot packages and upgraded SAP Patch Manager. Loaded a pre-configured client PCC. Installed CTS scripts to facilitate transportation between DEV and PRD systems. Installed and transported a database copy from the development system and stabilized production before going live.

1998 - 1998**Senior Basis Consultant — Computer Horizons Corp. (CHC), New Jersey**

Assisted in the initial SAP R/3 3.1H installation on Compaq servers, using Windows NT 4.0 and Oracle 7.3.5. Engineered the SAP environment layout and applied ASAP for an efficient implementation. Defined external interfaces and best methodologies for integrating client's legacy systems with SAP.

1998 - 1998**Senior Basis Consultant — B&G Manufacturing, Philadelphia**

Installed SAP 3.1H and Oracle 7.3.3.6 on IBM AIX-4.2. Expanded and scaled the database for the client's requirements. Created 6 clients for the development team, applied 28 hot packages and upgraded SAP Patch Manager. Loaded a pre-configured client PCC. Installed CTS scripts to facilitate transportation between DEV and PRD systems. Installed own backup scripts interface to brbackup/brarchive. Installed and transported a database copy from the development system and stabilized production before going live. Engineered the SAP environment layout, applying ASAP approach. Defined external interfaces and best methodologies for integrating legacy systems with SAP.

August 1995 – December 1997**SAP BASIS Team Leader — Qatar Liquefied Gas Co. Ltd. (Qatargas)**

Started production on SAP R2.2E. Installed and administered SUN servers to host the development server and the production servers. Acquired a separate server for the new development effort to 3.0F and upgraded a DB-exported image of production. Administered the platform hardware/software layout under (UNIX/SOLARIS) and its resources from installations to upgrades. Supported all SAP Teams and provided resolution for their problems/dumps. Installed and administered OSS connectivity for the company. Traced and applied fixes/patches to ABAP/4 programs and other SAP resources. Executed and maintained backups. Database exports/imports between systems. Database administration and re-organization of tablespaces and critical tables under ORACLE. Used SAPGUI for workgroup installations and upgrades.

November 1994 - August 1995**Senior Network Systems Administrator — Paranet, Inc.**

Joined firm as a Senior Network Systems Administrator, providing consulting, assistance and advises to a broad and diversified number of computer clients base. Provided assistance to CHEVRON GAS/OI, built-up and implemented a Central Standard Utility Tools environment throughout their network. Acquired and built X applications and administrative tools from the Internet and made it available on 7 different UNIX architectures namely, SUN 4.1.3, Solaris 2.4, AIX 3.2, SGI IRIX-4D, HPUX 9.0.1, DEC Ultrix-4.2 and Solaris-I86. Packages such as Perl, Tcl, Xgrab, Flex, Xntp/ntp, Xmh/mh, Xrn/rn, X3270, Traceroute, Sysinfo, Ofiles, Xv, Elm, Tcp_wrappers and Kerberos Unix Security Systems, RCS, Gopher/Xgopher, Xmosaic, Netscape, ncftp, IRCII, Inn network news, GNU tools and many others. Worked with OWEN HEALTHCARE and implemented an overall UNIX security system on their HP9000/G60. Built and implemented COPS, TRIPWIRE, CRACK, NPASSWD, SUDO and EXPECT packages in order to audit and report system vulnerabilities as these take place.

January 1994 - October 1994**Manager, Network Systems — Influence International, Inc.**

Continue designing/coding the GUI Client/Server Call Management Centre in OOD/OOP with C++, to achieve national/global access to host services and applications. Installed Ethernet with DNS/NIS and provided Micros and UNIX Servers company wide access over TCP/IP and NFS. LAN segments managed and monitored with SNMP and LAN Analyzers. Installed SLIP/PPP Server access to the Internet. Installed and administered HP 835s, SUN SPArCs 5 and 10 workstations with Solaris 2.3. Installed NFS TCP/IP Software from Beam & Whiteside BW-NFS 3.3 on all PCs to integrate them and provide access to UNIX Servers and Printers.

January 1991 – January 1994**Manager, Network Engineering/Development — U.S. Videotel**

Performed as a working development manager and system administrator in the area of network engineering. Lead the network development programmers, system analysts and network operations group. Designed and implemented a GUI Call Control Protocol over an Event-Driven Client/Server Model, utilizing OOD & OOP with C++/C. GUI development APIs and Borland Interbase RDBMS. Installed Internet and administered LAN segments with SNMP. Installed and maintained a SLIP/PPP Server access to the Internet.

1988 - 1991**Supervisor, Network Engineering Development — Videotel**

Lead the R&D Network Group as a project supervisor. Provided proposals, conceptual functional and physical designs for network systems and applications. Upgraded equipment and built applications with UNIX/C to expand the network gateway functionality for national and international access. Installed and

maintained Ethernet with TCP/IP and Novell NetWare LANs to connect local and remote systems via Terminal-Servers, Bridges, Routers and Gateway LAN-WAN equipment.

1987 - 1988

Network System/Analyst — Videotel

Designed and implemented Call Management Centre Transport and Session layers over X.25 Protocol to provide gateway services in a public data network. Assisted in the design and implementation of the presentation and application layers achieving by that a full implementation of the Network Call Management Centre (CMC) model.

1986 - 1987

Programmer/Analyst — Encode Business Systems

Designed and developed generic API database interfaces and generic purpose libraries utilizing CTREE and INFORMIX SQL on PCs and Mainframes. Ported the interfaces and the libraries from PC to Altos (XENIX) and Hewlett Packard platforms. Heavy use of UNIX/C.

Industry Expertise

- Food *Honey Baked Ham*
- Manufacturing *B & G Manufacturing*
- Oil & Gas *Qatar Liquefied Gas*
- Telecommunications *U.S. Videotel*

Functional Expertise and Personal Strengths

- BASIS
- ABAP
- ORACLE
- ALE
- ASAP

Prior Positions

- Senior Basis Consultant, Computer Horizons Corp. (CHC)
- Senior Basis Consultant, Tropical Sportware International (TSI)
- Senior Basis Consultant, Chanel, Inc (CHANEL)
- Senior Basis Consultant, Honey Baked Ham (HBH)
- Senior Basis Consultant, B& G Manufacturing (BG)
- Basis Team Leader, Qatar Gas
- Senior Network Systems Administrator, Paragnet, Inc.
- Manager, Network Systems, Inc., US Videotel
- Manager, Network Engineering Development, US Videotel
- Programmer/Analyst, Encode Business Systems

Education

M.S., Computer Science, University of Houston, Houston, TX.

M.S., Electrical Engineering, Polytechnical University of Bucharest, Bucharest, Romania.

SAP Training

SAP020

SAP050

BC625

BC425

SKILL SET

SAP R/3 Basis and systems support analyst with experience in all of the following areas:

R/3 system installations/upgrades – Releases 2.2E, 2.2F, 2.2G, 3.0C, 3.0D, 3.0E ,3.0F,3.1H, 3.1I and 4.5a. SAP notes and patches (HOT, LCPs) and IS solutions.

ORACLE database administration backup, recovery, and security

Cross Applications and Communications interfaces (OSS set-up, CPI-C, FRC, IDOC and EDI)

Data Dictionary

CCMS

ABAP/4 Basis system programming and reporting

UNIX SOLARIS 2.4 and 2.5 on SUN Servers (1000E and 3000E)

Corrections and Transports

Data Conversion and Batch-Inputs

ASAP certified

HARDWARE

HP9000/800s, SUN 1000E and 3000E Servers, Convergent Technologies, OST, Altos, Fault Tolerant, Netrix X.25 Switches, Cisco Bridges & Routers, Xylogics Terminal Servers, NCD X-terminals and Print Servers, multiprocessing systems like Pyramids, Compaq, DEC433, Micron, Ambra and PC Ats with ISA, EISA, PCI, and MCA bus architectures. Third party network/serial adapters/controllers and LAN/WAN equipment, installed and maintained

SOFTWARE

UNIX BSD/4.3 and Solaris 2.4, 2.5, 2.5.1 (SYSV/4.2), HP-UX 10.0, SCO UNIX ODT 3.0, MS-DOS 6.2, MS Windows95/NT, Window-Based X Client, NCD X-Terminals, Servers/Clients, C-ISAM, Faircom Ctree, ORACLE 7.1.4, 7.1.6 , 7.3.3.5 and 7.3.3.6 and BORLAND RDBMS

LANGUAGES

C/C++, OOD & OOP in SCO C++ 3.1, HP-UX C++, Object-Centre V2.0, SAP R3 ABAP/4, PASCAL, PL/1, FORTRAN, BASIC and ASSEMBLY

NETWORK PROTOCOLS

OSI CCITT X.25, UNIX DCE Applications with RPCs and TCP/UDP protocols, SNMP network management protocol, Berkley Sockets and SYS V4.2 Streams, IPCs, AMD/NFS, SLIP/PPP Internet access & Domain Name Server DNS/NIS Set-up, Gopher, World-Wide-Web WWW, WAIS, ARCHIE and USENET

REFERENCES

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STATUS

US citizen
Willing to travel