
TAHSEEN SULTANA

PROFESSIONAL SUMMARY

A highly skilled **SAP Basis & SAP Signavio Process Expert** with over **13 years of experience** in managing and optimizing SAP landscapes, with expertise in **SAP RISE, S/4HANA, HANA Administration**, SAP Data migration , **SAP BTP, Cloud ALM, Solution Manager**, and **LAMA**. Demonstrated expertise in **SAP Signavio Enterprise Suite**, particularly SAP Signavio Process Insights, Process Intelligence, Process Manager, Journey Modeler, Process Governance, Collaboration Hub, and Build Process Automation. Green implementation and brown implementation expert. Adept at managing end-to-end system landscapes, performing migrations, and automating administrative tasks to improve operational efficiency and reduce costs. A strong team player with excellent problem-solving skills and the ability to manage complex SAP environments with a focus on innovation and automation.

SKILLS

- SAP S /4 HANA migration
- SAP HANA administration
- SAP BTP
- SAP Focused solutions
- Signavio enterprise suite
- SAP solution manager
- SAP implementation
- SAP cloud ALM
- SAP RISE

WORK HISTORY

SAP Basis Consultant & Signavio Lead, 12/2024 - Current

Seventy Nine Solutions

- Managed Proof-of-Concept initiatives for SAP Signavio, providing clear value propositions for the client's long-term solution.
- Lead presales efforts, solution consulting, and business process management (BPM) initiatives across large-scale organizations, specifically within the SAP ecosystem.
- Ability to manage tight deadlines and multiple projects simultaneously.
- Oversaw Transport Management and Change Management processes using SAP CALM, ensuring smooth and secure transitions across development, testing, and production systems.
- Migrated from SAP Solution manager to Cloud ALM and configured Business process monitoring .

SAP Basis & Signavio Lead, 10/2023 - 12/2024

Mathews International (Contract)

- Performed SAP migration from on prem to Cloud
- Conducted POC for SAP Signavio, providing clear value propositions for the client's long-term solution.
- Provided pre-sales support by articulating solution value, benefits, and ROI to key stakeholders.
- Lead the **SAP BASIS team** with SAP systems hosted on **SAP BTP**, ensuring efficient operation and high availability of SAP applications, including **SAP S/4HANA**, **SAP BW**, and **SAP Fiori**.
- Collaborated with clients to design and implement tailored solutions that address key business processes such as Order-to-Cash, Procure-to-Pay, and Make-to-Order.
- Configured **Transport Management** and **Change Management** processes using **SAP CALM**, ensuring smooth and secure transitions across development, testing, and production systems.
- Utilized SAP Signavio Process Intelligence to analyze and visualize process data in real-time, enabling data-driven decisions for enhancing business operations. Delivered solutions that streamlined decision-making and improved process accuracy.
- Developed and maintained business process models using BPMN 2.0 and ensure adherence to process management best practices.
- Implemented the end-to-end deployment, migration, and optimization of **SAP RISE** for a global enterprise, including the migration of legacy SAP systems to **SAP S/4HANA** in a **cloud-first** environment.
- Designed and implemented end-to-end SAP solutions, ensuring alignment with business requirements and technical architecture. Led high-level solution design for SAP ERP, S/4HANA, and cloud-based solutions.
- Performed system installations, upgrades, patching, transport management, and system monitoring. Ensured SAP systems were running with minimal downtime and high availability.
- Fine tuned the performance tuning and optimization of SAP system landscapes (e.g., SAP ECC, SAP S/4HANA, SAP BW), improving response times and reducing operational costs by 15%.
- Utilized **LAMA** for automated system provisioning, including the setup of new SAP instances and systems in the landscape, reducing manual intervention by 30%.
- Carried out the migration and transition of SAP clients from ECC to S/4HANA, including infrastructure assessment. Reduced migration time by 20% through efficient process design and execution.
- Implemented **Cloud ALM** to monitor and maintain hybrid cloud SAP environments, ensuring seamless integration, automated health checks, and real-time issue resolution. Also, configured Business process monitoring using Cloud ALM
- Implemented robust security measures in the SAP landscape, including SAP Security and User Management (SU01, PFCG), securing sensitive business data and ensuring compliance with corporate

governance and regulatory standards.

- performed SAP system upgrades, performance optimization, and Solution Manager configurations for monitoring and change management.
- Integrated **SAP BTP** with SAP on-premise systems and cloud applications, optimizing data flows and ensuring smooth communication between systems.

Key Achievements:

- Successfully implemented high-availability configurations, reducing system downtime by 30%.
- Automated system monitoring using SAP Solution Manager, cutting response time for critical issues by 40%.
- Designed and executed SAP BTP cloud strategies, resulting in a 20% improvement in system scalability.
- Optimized SAP system upgrades, reducing planned downtime by 25%.
- Conducted thorough Segregation of Duties (SoD) analysis, identifying and remediating over 50 conflicts, ensuring full compliance with audit and security policies.

SAP Basis & SAP Signavio Process Expert, 10/2021 - 08/2023

Americloud Solutions – IL

Americloud solutions is an IT consulting firm with implementation projects with for Fortune 500 firms. As a Americloud employee Im working on SAP implementation projects at **Microsoft , Tech Data and southwest Airlines**

- Implemented the full lifecycle of business process modeling using SAP Signavio Process Manager. Applied BPMN 2.0 notation to design, document, and optimize key business processes, ensuring alignment with organizational goals and best practices
- Developed comprehensive customer journey maps with SAP Signavio Journey Modeler to identify friction points and areas of improvement. Designed customer-centric processes that enhanced user experience and operational efficiency.
- Configured SAP Solution Manager for monitoring, change control & reporting. Configured Csol and Retrofit.
- Implemented S/4HANA 2021 across global locations and ensured infrastructure readiness for HANA and ECC systems.
- Migrated **SAP ECC to SAP S/4HANA**, managing all aspects of the project, including the technical design, system provisioning, and performance optimization in a **cloud-based** SAP landscape.
- Administered **SAP HANA** environments, optimizing database performance, implementing disaster recovery plans, and providing technical support for HANA-related issues.
- Coordinated the integration of **SAP BTP** with SAP on-premise systems and cloud applications, optimizing data flows and ensuring smooth communication between systems.

- Leveraged **LAMA** to automate system copy procedures, patches, and landscape management tasks, improving the efficiency of system maintenance operations.

Key Achievements:

- Led the migration of a multi-region SAP S/4HANA environment to Azure cloud with less than 1% downtime.
- Delivered a seamless S/4HANA 2021 implementation for three Fortune 500 companies, enhancing operational efficiency by 35%.
- Configured SAP Charm to support 500 plus change requests, improving deployment accuracy by 50%.
- Spearheaded the implementation of technical monitoring, reducing critical incidents by 40%
- Successfully configured and optimized CSOL (Change and Transport System) to streamline change management processes, ensuring efficient transport of configuration and code changes across SAP landscapes, reducing deployment times by 30%.
- Played a key role in the successful configuration of SAP GRC Access Control, which improved user access management by 30% and reduced security risks.

Senior SAP Basis & SAP Signavio Process Expert, 11/2018 - 10/2021

Wilko (Cognizant) – India

- Collaborated with clients to understand business challenges, define requirements, and deliver tailored SAP Signavio solutions that improved process efficiency, enhanced data-driven decision-making, and ensured continuous improvement.
- Configured SAP CUA, security roles & profiles.
- configured SAP Solution Manager for monitoring, incident management, and change control.
- Led ECC to S/4HANA conversion, implemented Focused Run and Build, and conducted a proof of concept for S/4HANA on Azure with CTS+ integration

Key Achievements:

- Executed a full ECC to S/4HANA conversion for a \$1B enterprise, achieving a 98% project success rate.
- Deployed SAP Focused Build to streamline testing and project tracking, reducing defect rates by 25%.
- Designed proactive monitoring dashboards, cutting issue resolution time by 30%.
- Authored a migration framework that was adopted globally, reducing project timelines by 20%.
- satisfaction through improved user access management and faster issue resolution.

Senior SAP Solution Manager Basis Hana Consultant, 12/2017 - 10/2018

Volvo (Capgemini) – India

Proficiently worked on SAP Basis, Solution Manager, and HANA systems, ensuring stability, performance, and security. Led migrations for databases (Sybase, MS SQL, Oracle, HANA) and OS platforms (Suse Linux,

RedHat, AIX, Windows). Conducted S/4HANA installations, upgrades, and patching, ensuring systems stayed current. Applied support packages and add-ons to enhance functionality and business requirements. Configured cCTS to centralize change and transport management, improving efficiency and governance.

Key Achievements:

- Delivered successful SAP migrations for over 10 systems, achieving 100% compliance with performance SLAs.
- Standardized system copy processes, reducing environment setup time by 50%.
- Implemented CTS+ across multiple landscapes, improving software delivery efficiency by 35%.
- Led a project integrating SAP ECC with cloud services, cutting operational costs by 20%.

SAP Solution Manager SME, Basis Consultant, 06/2013 - 10/2017

DXC

• Developed SAP system landscape design and architecture, supported business requirements, and implemented BASIS solutions for performance monitoring and tuning. Configured ITSM, System Monitoring, BPCA, and Custom Code Management (CDMC, CCLM), enhancing SAP functionality and system efficiency.

Key Achievements:

- Configured ITSM workflows in Solution Manager, increasing ticket resolution efficiency by 40%.
- Implemented BPCA, saving 25% time in regression testing during upgrades.
- Led a team to monitor and optimize over 200 production servers, improving system uptime by 15%.
- Achieved a 99.9% SLA adherence rate through proactive monitoring and tuning of SAP systems.

SAP OS/DB Migration and Solman Consultant, 03/2013 - 04/2013

Singareni Collieries

SAP Solution Manager, SAP Portal, Hana and Basis , 01/2012 - 10/2012

Zensar – India

EDUCATION

Bachelor of Technology: Electrical, Electronics And Communications Engineering

JNTU - INDIA

CERTIFICATIONS

SAP Solution manager at professional level

SAP HANA administration

ACCOMPLISHMENTS

- **Successful SAP S/4HANA Migration:** Led the migration of SAP ECC to SAP S/4HANA for a large client, completing the project 30% ahead of schedule and under budget. This migration resulted in a 40% improvement in transaction processing speed.
- **Performance Optimization:** Conducted a comprehensive performance tuning initiative across multiple SAP instances, reducing system response time by 20% and cutting costs by optimizing infrastructure use.
- **Cost Reduction through Cloud Solutions:** Designed and implemented an SAP hybrid cloud architecture, allowing the client to reduce infrastructure costs by 15% while increasing scalability and system flexibility.
- **Business Continuity Planning:** Implemented disaster recovery and backup solutions for SAP systems, ensuring 99.9% uptime and reducing recovery time objective (RTO) by 40%.
- **SAP Integration Success:** Managed the integration of SAP with third-party tools (e.g., CRM, external financial systems), resulting in seamless end-to-end business processes and an increase in operational efficiency by 25%.
- Successfully implemented **Cloud ALM** for managing lifecycle processes, improving deployment efficiency by 40%.
- Reduced **system downtime** by 80% through proactive monitoring and optimization of SAP landscapes.
- Led the **SAP RISE transformation project**, migrating 4 clients to the cloud with no disruption to operations, enhancing system agility and scalability.