



L.S.C. Edgar Alejandro Gamas Sánchez.

29 años , Querétaro



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Career goal:

To effectively manage and improve information systems, following a proper customizing of the SW/HW within the enterprise resource planning. Mainly focus my efforts to optimize the employment of IT resources and the achieving of customer satisfaction.

Education:

- Universidad Mesoamericana - LSC (2006 - 2011).
- English **90% TOEIC 625pts.**
- PM Entry – IBM Accreditation

SAP education:

- Basis best practices
 - ABAB programming basic level
 - SAP Methods of implementation (ASAP)
 - HCM academy
 - Windows server 2003
 - Cisco CCNA Switching
 - E-MEDIA creation (as training tool)
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Main Skills & Capabilities:

- Maintenance and monitoring of SAP batch jobs, creation, variants customizing and batch scheduling.
- Team work, Focused to results.
- Analytics, system design-developing, Data modeling
- Standard monitoring via: PCanywhere, windows remote control, VNC and TeamViewer.
- ITIL methodology.
- CMMI5 practices.

Other capabilities:

- SAP Monitoring: (SM37, SM12, SE04, SM51, SM35, AL11 and WE02)
 - SAP Queries SE16, SQVI
 - Platform Virtualization using: virtual pc, virtual box and VM ware.
 - 3D Modeling, e-media creation as training tools
 - Functional Specifications and development for HCM (PA & OM)
 - MS Office, MySQL.
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Professional experience:



POTITION: Regional batch monitor (Worldwide) SAP L1 L2

Banking project at IBM

DESCRIPTION:

Industry: Banking. Sector: Financial Services. Export Commercial Project in IBM which delivers L1 and L2 SAP Support to the biggest bank of Europe who has presence in more than 70 countries around the world, the project is distinguished by having Level 2 technical and functional skills in different SAP modules such as FI/CO, BW, BCS, ABAP, BATCH JOBS, ARCHIVING, BASIS SECURITY & AUTHORIZATION and also Level 1 skills such as SERVICE DESK SUPPORT.

ACHIEVEMENTS/RESPONSABILITIES

- ITIL methodology
- CMMI5 practices.
- Maintenance and monitoring of SAP batch jobs, creation, customizing variants and batch scheduling. Monitor SAP productive systems.
- Responsible to achieve Ticket's Service Level Agreements contractually agreed with customer.
- Responsible for effectively solve incidents, daily tracking of jobs, incidents and Service Requests.
- Daily status emails with client, Asia, Germany and Americas.
- Coordinate with stakeholders for proper processing of the feeds.
- Perform Month-end and Year-end activities as per customer schedule and needs.
- Contribution with knowledge gaps and KT in order to minimize risks
- To update all the assigned incidents and service requests.
- Collaboration in status global incident meetings as required, providing updates to the customer.
- Perform daily hand-over process between India and Mexico.
- Investigate and provide Root Cause Analysis for recurring incidents in order to solve the problem



GRUPO ARTIS CORPORATIVO S.A. de C.V.

SEPT 2011 to 2014

Information technology consultancy services, its composed by a group of specialists, covering SAP ECC, specialized in HCM module.

POTITION: Community manager / Helpdesk / JR. Functional SAP

ACHIEVEMENTS/RESPONSABILITIES

Sap recruiting by Social Networks

APR 2012 - MAY 2013

Hootsuite, Buffer, Tweetdeck, unfollow.com. Semi-automatic management & monitoring of the following accounts:

@grupo_artis

@tecsharti

@Alxx87

Other activities:

- Data load (LSMW)
- Setting of PA & OM (PPOME).
- Setting of payroll receipts (PA51).
- Setting of Personnel Actions (PA).

SAP Functional:

Process edification and making of the functional specifications through the implementation of HCM Module in El Palacio de Hierro. **NOV 2011 - MAY 2012**

SAP interfaces with legacy systems:

- OM interface to Orgplus
- IMSS notifications interface to SICOSS legacy system
- Annual tax notification via ESS
- Making of queries using SAP Quick Viewer (SQVI)
- Queries conversion to TCODE (table TSTC)
- Background job processing (SQVI and LSMW)



SONDA S.A. de C.V.

SEPT 2011 to OCT 2011

Information technology consultancy services, its composed by a group of specialists.

POTITION: **HELPDESK/ TECHNICAL SUPPORT (Sección Amarilla)**

ACHIVEMENTS/RESPONSABILITIES

- **Technical Support, Users Nationwide.**
- **1 2 & 3 support level, HW maintenance.**
- **Logistic and deliverance of restored computers.**
- **SAP locked accounts (SU01)**
- **Remote support via VNC.**
- **CC leaner corrective and preventive.**
- **Application installation & updates on demand. (Office solutions)**



PPG INDUSTRIES DE MÈXICO.

OCT. 2008 - APR 2009

Is a global supplier of paints, coatings, optical products, specialty materials, chemicals, glass, and fiber glass.

POTITION: **Helpdesk.**

ACHIEVEMENTS / RESPONSABILITIES:

- **Technical Support, Users Nationwide.**
- **Leve 1 2 & 3 support.**
- **HW maintenance. (preventive and corrective)**
- **Active directory maintenance (Windows Server 2003)**
- **Logistic and tracking of restored computers.**
- **ITIL methodology.**
- **SLA 24 hrs.**
- **Remote support via PC anywhere, windows remote control.**
- **Citrix support.**
- **Bitlocker encryption**
- **Data file recovery from (Easy recovery)**
- **Laptop replacement scheduling logistic.**
- **Network audit**

Personal Referencies

- **Avilable where interested**