
RAFAEL VASCONCELOS

SAP Delivery Lead | SAP Basis Consultant | SAP Sales | Customer Relationship | AMS & Projects

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PROFESSIONAL SUMMARY

I am SAP Certified Technology Specialist and Associate with more than 25 years of experience in technology area and 17 years with SAP environments, expert in implementation, migration, improvement, and support projects. I also have experience in managing delivery team and end to end sales lifecycle, elaborating technical and sales proposals.

- Consultant Skills: SAP S/4HANA and RISE, ECC, NetWeaver, PI (Process Integration) and (Process Orchestration), SAP GRC AC (Access Control and Governance), GRC NFE, SAP BW (Business Warehouse), SAP Solution Manager, SAP Portal, DMS, BO, TDF, SLT, BTP, SAP Cloud Platform among others.
- Databases: SAP HANA Database, SAP ASE (Adaptive Server Enterprise) Sybase, SAP MaxDB, Oracle and Microsoft SQL Server.
- Operating systems: Unix and Windows Server.
- Administration Skills on non-SAP integration environments.

WORK HISTORY

Megawork Consultoria e Sistemas LTDA – <http://www.megawork.com.br>
(Current)

Head of SAP Consulting: responsible for the execution and strategy of all consulting services.
Support and management of SAP services.
Working together in the administration and management of support and project services.
Support and technical management.
Support and management of the functional, Abap and Basis team in responding to Improvements projects.
Support and monitoring of line administrative actions such as closures and documentation.
Support, planning and execution of projects for team formation and selection.
Monitoring and Support of sales opportunities for SAP projects.

SoftwareOne Comércio e Serviços de Informática LTDA – <http://www.softwareone.com>

SAP Delivery Manager: Customer Relationship, AMS & Projects.
Delivery Lead in SoftwareOne LATAM.
Responsible for managing planning and overseeing Technology project delivery and operational acceptance of solutions deployed into production. Ensure the adherence of standards and SAP best practices. Maintain regular contact with vendor SAP Basis and infrastructure team regarding work progress.

Megawork Consultoria e Sistemas LTDA – <http://www.megawork.com.br>

SAP Delivery Manager: Customer Relationship, AMS & Projects.

SAP Basis Specialist: Team leader, serving several customers, implementation projects, support, innovation, SAP environments improvements, PCOE (SAP Enterprise Support) management and AMS demands.

Lojas Simonetti LTDA – <http://www.moveissimonetti.com.br>

SAP S/4 HANA 1909 implementation project with HANA DATABASE 2.0;

- Installation of PO Java on the SAP Netweaver 7.50 platform;
- Installation of Solution Manager 7.2;
- Support to the project team and other BASIS topics necessary for Go-live.

BR Senior Tecnologia da Informação LTDA – <http://www.brsenior.com.br>

SAP Basis Specialist working on implementation, upgrade and support projects.

◆ **Grupo Águia Branca – <https://www.aguiabranca.com.br>**

- SAP BASIS technical leader;
- SAP Cloud CX implementation project (SAP Marketing Cloud, CRM and Commerce).

◆ **ISH Tecnologia LTDA – <http://www.ish.com.br>**

- Upgrade of the entire landscape;
- SAP Netweaver 7.50;
- SAP EHP8.

◆ **Novaforma Plásticos LTDA – <http://novaformapvc.com.br>**

- Upgrade of the entire landscape;
- SAP Netweaver 7.50;
- SAP EHP8;
- Installation of Solution Manager 7.2 SP10.

◆ **FORTLEV Industria e Comercio de Plástico LTDA – <https://www.fortlev.com.br>**

- Support of the AMS contract.

◆ **LINKUP Consultoria – <https://www.linkup.com.br>**

- Support of the AMS/Projects contract.

◆ **RDG Aços do Brasil S/A – <https://www.rdgacosdobrasil.com.br>**

- SAP Solution Manager 7.2 (SP09) Installation;
- Solution Manager monitoring Implementation;
- Upgrade from Sybase 15.7 to 16.0;
- Support of the AMS contract.

◆ **Seidor Veritas Sistemas LTDA – <http://www.seidorbrasil.com.br>**

- SAP Basis Senior - Implementation, upgrade and support projects.

◆ **GNA Natural Açú S/A.**

- SAP Solution Manager 7.2 (SP08) Installation.

◆ **ADCOS Cosméticos LTDA – <https://adcos.com.br>**

- Upgrade from S/4 HANA 1510 to S/4 HANA 1809;
- Upgrade from HANA DATABASE 1.0 to 2.0.
- Host migration;
- Performance tuning;
- BO upgrade.

Megawork Consultoria e Sistemas LTDA – <http://www.megawork.com.br>

SAP Basis Senior - Implementation, improvement and support projects in several consulting clients.

◆ **Millenium Comercial LTDA – <http://www.milleniumcomercial.com.br>**

- SAP S/4 HANA 1709 implementation project with HANA DATABASE 2.0;
- Installation of PO Java and GRC NF-e Abap on SAP NetWeaver 7.50 platform;
- Solution Manager 7.2 Installation;
- Support to the project team and other BASIS topics necessary for the Go-Live.

◆ **Benevix Operadora de Benefícios LTDA – <https://www.benevix.com.br>**

- SAP S/4 HANA 1709 implementation project with HANA DATABASE 2.0;
- Installation of PO Java and GRC NF-e Abap on SAP NetWeaver 7.50 platform;
- Installation of Solution Manager 7.2;
- Support to the project team and other BASIS topics necessary for the Go-Live.

◆ **Fundação Renova – <http://www.fundacaorenova.org>**

- Conversion of ERP from Non-Unicode to Unicode.
- Heterogeneous System Copy from AIX with Oracle to Windows with SYBASE.
- Installation of PO Java and GRC NF-e Abap on SAP NetWeaver 7.50 platform;
- Homogeneous System Copy from DMS to new datacenter;
- Installation of Solution Manager 7.2;
- Post-Installation of all environments mentioned above;
- Design of backup policy and landscape governance;
- Solution Manager Monitoring Setup, Solman_Setup, Introscope etc.
- Functional team support and support.

Project disclosed as a success case at SAP Forum Brazil 2018.

◆ **Decolores Mármore e Granitos do Brasil – <http://www.decolores.com.br>**

- Installation of the entire landscape;
- Installation of ERP EHP8;
- Installation of PI NetWeaver 7.50;
- Installation of Solution Manager 7.2;
- Post-Installation of all environments mentioned above;

- Design of backup policy and landscape governance;
- Functional team support.

◆ **Rede Preço Baixo LTDA** – <http://farmaciasprecobaixo.com.br>

- Installation of the entire landscape;
- Installation of ERP EHP8;
- Installation of PI NetWeaver 7.50;
- Installation of Solution Manager 7.2;
- Post-Installation of all environments mentioned above;
- Design of backup policy and landscape governance;
- Functional team support.

◆ **Hortigil Hortifruti S.A** – <http://www.hortifruti.com.br>

- Upgrade from SAP ERP to EHP8 and SAP NetWeaver to 7.50.
- SYBASE 15.7 database upgrade to version 16 SP2 via HSC for DEV and QAS environments. For PRD, upgrade via command lines in the database, meeting all SAP recommendation notes.
- Upgrade from Windows Server 2008 to 2012, Homogeneous System Copy procedure performed throughout the landscape for new hosts.

◆ **Ferroport Logística e Cadeia de Suprimentos** – <http://www.ferroport.com.br>

- Preparation, validation and planning of technical proposal.
- Migration of all SAP systems to Ferroport's internal Data Center.

◆ **Gramil Granitos e Mármore Itapemirim LTDA** – <http://www.gramil.com.br>

- Installation of the entire landscape;
- Installation of ERP EHP7;
- Installation of PI NetWeaver 7.40;
- Installation of Solution Manager 7.1 SP 13;
- Post-Installation of all environments mentioned above;
- Design of backup policy and landscape governance;
- Functional team support.

◆ **Furnas Eletrobrás S.A CGTEE** – <http://www.furnas.com.br>

- Homogeneous System Copy recently carried out with reduced down-time and without impacts for the Productive transport route.
- Solution Manager upgrade to version 7.2.

◆ **ISH Tecnologia LTDA** – <http://www.ish.com.br>

- Installation of the entire landscape;
- Installation of ERP EHP7;
- Installation of PI NetWeaver 7.40;
- Installation of Solution Manager 7.1 SP 13;
- Post-Installation of all environments mentioned above;
- Design of backup policy and landscape governance;
- Functional team support.

◆ **Provale Indústria e Comércio S/A** – <http://www.grupoprovale.com.br>

- Installation of the entire landscape;
- Installation of ERP EHP8;
- Installation of PI NetWeaver 7.40;
- Installation of Solution Manager 7.2 SP 4;
- Post-Installation of all environments mentioned above;
- Design of backup policy and landscape governance;
- Functional team support.

◆ **Lojas Sapolatti Comércio e Serviços LTDA** – <http://www.sapolatti.com.br>

- Installation of the entire landscape;
- Installation of ERP EHP8;
- Installation of PI NetWeaver 7.40;
- Installation of Solution Manager 7.2 SP 4;
- Post-Installation of all environments mentioned above;
- Design of backup policy and landscape governance;
- Functional team support.

ThyssenKrupp CSA S/A – <http://www.thyssenkrupp.com>

SAP Basis Senior in the ThyssenKrupp group, meeting various demands arising from SAP products, validating and executing activities such as:

Analysis and validation of changes, evaluation and monitoring of performance of environments, support to the business team for decisions on SAP architecture related to projects, responsible for maneuvers of recovery of SAP environments in case of critical incidents during the projects.

Participations with delivery of excellent results as a BASIS support analyst for several ThyssenKrupp CSA projects, among them the Functional Currency Exchange, Seven Stages, Upgrade of the GRC NF-e/ XML trim 3.10, Migration of all SAP environments from the Data Center from HP-Brasil to HP-USA, active participation with TIVIT's SAP Basis team in the planning and execution of the Data Center migration from HP-USA to TIVIT-Brasil.

Hewlett-Packard – <http://www.hp.com>

(Allocation through Bracta consultancy) Environment:

Operating System – Windows Server 2003, HP-UX.

Database – Oracle.

SAP Products – Miscellaneous.

Main Activities – SAP Basis HP Level 3 consultant on-site at the TKCSA client, support for the functional currency change project, activities such as Heterogeneous and Homogeneous of mySAP environments from Windows Server to HP-UX, performing installation, migration and upgrade to USA.

Daily SAP Basis support with support to the functional team in solving problems.

Petrobras S/A – <http://www.petrobras.com.br>

(Allocation through Indra consultancy) Environment:

SAP Basis Analyst (responsible for incidents technical in SAP and support to the functional team from Petrobras LATAM, with focus in resolution of problems related to Charme, participation in several projects to implement new solutions).

BRQ IT – <http://www.brq.com.br>

Environment:

Operating System – Windows Server 2003

Database - SQL Server 2005

SAP Products - ECC6

Main Activities – SAP Basis consultant in an implementation project performing installation activities of the ECC environments of DEV, QAS and PRD in high availability, Basis support activities in general and support in solving problems together with the functional team. Access profile adjustments according to the licensing agreement acquired by BRQ.

Usinas Itamarati S/A – <http://www.usinasitamarati.com.br>

Environment:

Operating System – Windows Server 2003

Database - SQL Server 2005

SAP Products – ECC6, XI/PI 7, BW 7.0, Solution Manager, SLD

Main Activities – SAP Basis Consultant in Implementation Project performing installation activities of environments: ECC of DEV, QAS and PRD in high availability, BI of DEV, QAS and PRD, XI/PI DEV and PRD, Solution Manager. Basis support activities in general and support in problem solving together with the functional team.

EDUCATION

Salgado de Oliveira University – Niterói – RJ/Brazil

Systems Analysis – Emphasis on Information Technology – 2007. (Information Technology Management).

Vila Velha University – Vila Velha – ES/Brazil

Data Science – Graduation in 2024.

High School Diploma – Castilho Lima College – 1999.

QUALIFICATION AND CERTIFICATION

- Security Administration on the Microsoft platform (Instituto INFNET).
- Security Structure (INFNET Institute).
- ADM 100 SAP Web AS Administration IADM 100 SAP Web AS Administration I;
- ADM200_44 SAP Web AS Java AdministrationADM200_44 SAP Web AS Java Administration;
- ACADEMIA BASIS ECC 6.0/ NetWeaver 7.0 (SAP Brazil). Certificate - September 19 - 2008.
- COBIT Foundation (Control Objectives for Information and related Technology). Certificate – Awarded on 09/26/2011.
- Web Assessment Certification – SAP S/4HANA Cloud, extended & HANA Enterprise Cloud for Solution Consultants.
- SAP Academy TADM10/12/51_62 SAP NW AS Implement. & Operat.I & II and NW AS DB;
- RISE with SAP S/4HANA Cloud, private edition - Implement. Deep Dive Approaches;
- RISE with SAP S/4HANA Cloud/private edition for Solution Consultants (Sell Authorization);
- Rise with SAP S/4HANA Cloud, private edition – Part II L1 Technical Enablement for Partners;
- SAP Digital Supplier Network for Consultants;
- Web Assessment for RISE with SAP S/4HANA Cloud, private edition for Solution Consultants;
- Web Assessment – SAP Digital Supplier Network for Consultants;
- SAP Certified Technology Associate - SAP HANA 2.0 SPS05;
- SAP Certified Technology Specialist - SAP S/4HANA Conversion and SAP System Upgrade 2020.

EXPERIENCES

- Implementation and support projects for SAP environments;
- Conversion, migration and SAP System Upgrade.
- Oracle, SQLServer, Sybase, MaxDB and SAP HANA DATABASE databases;
- Transport (Complete landscape configuration on STMS);
- Profiles (Creation of access profiles and training for the team);
- Upgrade OS, WINDOWS and UNIX;
- Printers (Configuration of printers in SAP);
- Kernel Update;
- Support Package/hotfix;
- Contingency;
- Backup/Restore;
- Client Copy (Remote, Local);
- Cluster;
- Database Performance;
- Homogeneous System Copy;
- Heterogeneous System Copy;
- Monitoring of regular operations;
- Monitoring of environments (Servers, logs and processes);
- Dump Analysis (ST22);
- Application of SAP notes with and without manual steps;
- Support Packages;
- SAP Enhancement Packages;
- Solution Tools Plug-In;
- OSS and SAPnet (notes, tickets, connections, object and registration);
- Support for Solution Manager, Installation, Post-installation and Charme Configuration;
- Version upgrade;
- Backup, Restore;
- Synchronization of Process Designs with Solution Manager;
- Datacenter migration;
- SAP Sizing;
- Media Preparation and Downloads;
- Installation of the Platform and ERP;
- Post Installation Activities;
- Administration and Support;
- Solution Manager Monitoring.
- And others.

LANGUAGES

Portuguese

- Native

English

- Reading – Intermediate
- Writing – Intermediate
- Speaking – Intermediate

Spanish

- Reading – Intermediate
- Writing – Intermediate
- Speaking – Intermediate

PROFESSIONAL HISTORY

Megawork Consultoria e Sistemas LTDA.

Period: 2023 to 2024. (Current)

Responsibility: Head of Consulting.

Basis Specialist (Technical Leader).

SoftwareOne Comércio e Serviços de Informática LTDA.

Period: 2022 to 2023.

Responsibility: SAP Delivery Manager: Customer Relationship, AMS & Projects.

Delivery Lead in SoftwareOne LATAM.

Megawork Consultoria e Sistemas LTDA.

Period: 2020 to 2022.

Responsibility: SAP Delivery Manager.

Basis Specialist (Technical Leader).

SAP Basis Consultant Specialist, serving several customers, implementation, support, innovation, improvements of SAP environments and management of PCOE (SAP Enterprise Support) demands.

BR Senior Consultoria e Tecnologia LTDA.

Period: 2019 to 2020.

Responsibility: SAP Basis Consultant – Senior.

SAP Basis consultant in consulting, serving several customers, implementation, innovation and improvements of SAP environments.

Seidor Veritas Systems LTDA.

Period: 2018 to 2019.

Responsibility: SAP Basis Consultant – Senior.

SAP Basis consultant in consulting, serving several customers, implementation, innovation and improvements of SAP environments.

Megawork Consultoria e Sistemas LTDA.

Period: 2016 to 2018.

Responsibility: SAP Basis Consultant – Senior.

SAP Basis consultant in consulting, serving several customers, implementation, innovation and improvements of SAP environments.

ThyssenKrupp – Companhia Siderúrgica do Atlântico S/A.

Period: 2011 to 2016.

Responsibility: SAP Basis Consultant – Senior.

Responsible for the client's Basis module acting on the demands together with TIVIT Brasil, Accenture and other partner consultancies.

Hewlett-Packard (Brazil and USA).

Period: 2010 to 2011.

Responsibility: SAP Basis Consultant – Senior.

SAP Basis Consultant – Senior on-site at the TKCSA client, support for the functional currency change project, activities such as Heterogeneous, Homogeneous of mySAP environments for USA and Brazil.

Petrobras S/A.

Period: 2009 to 2010.

Responsibility: SAP Basis Analyst (Response calls for various problems in mySAP, technical support to the functional team in the SAP Solution Manager environment, resolution of problems related to Charme, participation in several projects to implement new solutions).

BRQ IT Service. (Remote project with occasional and night visits to the client).

Period: 2008 to 2010.

Responsibility: SAP Basis Analyst (Participation in SAP implementation project, installation of DEV, QAS and PRD environments in high availability (cluster - Microsoft)).

Usinas Itamarati S/A.

Period: 2007 to 2009.

Responsibility: Systems Analyst / SAP Basis (Administrator Basis and Responsible for 12 servers of Usinas Itamarati hosted in the Cyber Data Center of Brazil Telecom - Brasília).

ALTM S/A.

Period: 1999 to 2006.

Responsibility: Coordinator of Telecom Projects.

EDIPRINT: EDITORA COMERCIAL LTDA.

Period: 1997 – 1999.

Responsibility: Micro Operator.