

Ricardo Terrazas

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Work Experience

- Oxya** Jersey City, New Jersey
Senior SAP Basis Administrator 2020 – 2025
- Successfully planned, executed, and documented disaster recovery (DRP) failover tests for SAP HANA and Oracle systems
 - Managed backups, snapshots, and recovery processes for SAP systems with Oracle, Hana, and MS SQL databases, utilizing tools such as NetBackup, Actifio, and Data Protector
 - Provisioned new virtual servers in VMware and Google Cloud environments
 - Implemented encryption at rest for multiple databases, including MSSQL and HANA, and documented the process as part of a comprehensive security overhaul

- SAP Basis Administrator* Feb. 2017 – 2020
- Executed and documented 8-10 annual system refreshes for ECC and S/4 SAP systems
 - Implemented automated WSUS patching via scripting for over 75 servers
 - Collaborated with the security and automation teams to generate audit reports and implement enhanced monitoring and security checks as part of an ISO compliance overhaul
 - Led the upgrade from Oracle Database 12c to Oracle Database 19c
 - Provided on-call support one week per month 24/7, addressing any P1 issues after hours

- SAP Basis Administrator Intern* Nov. 2016 – Feb. 2017
- Conducted performance analysis of SAP system workloads and DB statistics for monthly reporting
 - Applied SAP note hotfixes and security patches to ensure system stability and security

- UPS** Paramus, New Jersey
Co-op Application Developer Summer of 2015
- Designed and implemented a dashboard app written in C# using WinForms to display data in a tabular, graphical, and statistical view from data stored in a MSSQL Server
 - Created detailed documentation for the dashboard application to support future development

- Intern Application Developer* Summer of 2014
- Developed a Java-based desktop application using Java Swing and JDBC to display data retrieved from a DB2 database in a tabular format, addressing a key business requirement in 2015

Education

New Jersey Institute of Technology Newark, New Jersey
Bachelor of Science in Computer Science Sep. 2010 – 2016
Minor in Applied Mathematics

Technical Skills

Operating Systems Experienced in Windows Server, Redhat Linux, SUSE Linux, IBM AIX
Developer Skills Bash, Powershell, SQL, C#, Java, Javascript, CSS, HTML, XML, JSON, Blazor framework for ASP.NET Core web apps, Node JS using Express, and Laravel framework using PHP
Services Performed WSUS patching, and collaborated on Active Directory management. Proficient in server administration leveraging VMware vCenter and Google Cloud Platform. Used Docker across recent projects
Databases Experience with Oracle, MS SQL, Hana Database, Sybase, MaxDB
Interpersonal Worked cross-functionally to meet SLA/KPI commitments, maintain real-time client communication, and support proactive monitoring and issue resolution.