

# Ricardo Terrazas

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## Work Experience

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### 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

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### New Jersey Institute of Technology

Newark, New Jersey

Bachelor of Science in Computer Science

Sep. 2010 – 2016

Minor in Applied Mathematics

## Technical Skills

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**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.