

Nylah Schroeder

Senior Technical Service Manager

📞 (610) 555-4627

✉️ nylah.schroeder@example.com

🌐 linkedin.com/example/nylahschroeder

📍 Malvern, PA 19355

STRENGTHS

- ♥️ **Customer Advocacy**
When a customer faced a tangled escalation, clarified ownership, risks, and next steps until confidence returned.
- 🔧 **Architecture Translation**
Turned S/4HANA, cloud, security, and integration details into decisions that business and technical teams could use.
- ♥️ **Calm Escalation Leadership**
During urgent service concerns, kept conversations factual and forward moving, earning trust from customers and delivery peers.
- 👥 **Cross Team Orchestration**
Coordinated Basis, network, security, and infrastructure specialists so difficult work moved with fewer handoff gaps.
- 🛠️ **Migration Planning**
Built practical migration paths with dependencies, validation, recovery steps, and room for customer questions.

SKILLS

SAP Basis SAP HANA S/4HANA
SAP NetWeaver AWS SAP BTP
Ariba SuccessFactors
OS/DB migration
Enterprise architecture
Solution design
Technical consulting
Project management
Customer advisory Cloud security

LANGUAGES

English Native

SUMMARY

Senior SAP technical service manager with 16 years of experience across **SAP Basis administration**, customer facing technical consulting, **enterprise architecture**, solution design, implementation, and cloud operations. Leads customer relationships, recurring architecture reviews, operational planning, escalations, and migration roadmaps for complex SAP environments. Brings deep experience with **S/4HANA architecture**, SAP HANA, SAP NetWeaver, OS/DB migration, AWS, SAP BTP, Ariba, and SuccessFactors. Coordinates Basis, infrastructure, network, security, compliance, integration, and **business continuity** specialists around clear decisions and resolution plans. Presents technical subjects in practical language for executives, customers, partners, and delivery teams. Brings calm judgment to critical incidents and difficult conversations. Ready to apply this blend of architecture leadership, service ownership, and customer advocacy to improve cloud delivery and long term SAP outcomes.

EXPERIENCE

Senior Technical Service Manager, SAP Cloud Operations

BlueRidge Cloud Advisory 📅 January 2023 - Present 📍 Philadelphia, PA

Owns technical service relationships for enterprise SAP cloud customers, connecting landscape knowledge, delivery leadership, architecture governance, escalation management, and migration planning with measurable service value.

- Owned SAP cloud relationships, giving customers one clear path through complex service concerns.
- Led monthly architecture reviews, turning operational risks into documented **resolution plans**.
- Orchestrated Basis, network, **security**, infrastructure, and **integration** experts around customer priorities.
- Advised leaders on S/4HANA, business continuity, **compliance**, **networks**, and integration decisions.
- Shaped migration roadmaps with account teams, partners, and **system integrators**.
- De escalated critical issues through structured decisions, clear updates, and accountable follow through

Principal SAP Technical Consultant, Enterprise Architecture

Keystone Enterprise Solutions 📅 May 2019 - December 2022 📍 Conshohocken, PA

Directed enterprise SAP architecture and technical consulting engagements, guiding **solution design**, migration planning, cloud readiness, technical workstreams, and stakeholder decisions across integrated landscapes.

- Designed connected landscapes across S/4HANA, **SAP HANA**, BTP, Ariba, and **SuccessFactors**.
- Led workshops that clarified dependencies, **migration paths**, security needs, and cloud readiness.
- Directed **OS/DB migration** planning with prerequisites, validation steps, downtime, and recovery controls.
- Managed technical workstreams, risks, dependencies, decisions, and delivery commitments across stakeholders.
- Assessed AWS patterns for SAP workloads, including encryption and **key management** requirements.
- Presented architecture tradeoffs in plain language for technical and business stakeholders

Senior SAP Basis Consultant, SAP Operations

Summit Ridge Consulting 📅 August 2015 - April 2019 📍 Princeton, NJ

Managed SAP Basis operations and implementation programs for enterprise customers, combining platform administration, migration leadership, incident guidance, readiness assessment, and technical project control.

- Administered **SAP NetWeaver** and **SAP HANA** environments supporting enterprise customer operations.
- Led Basis implementation and migration work through infrastructure planning and controlled delivery.

MY CAREER



● Senior Technical Service Manager, SAP Cloud Operations at BlueRidge Cloud Advisory (3.7 Years)

● Principal SAP Technical Consultant, Enterprise Architecture at Keystone Enterprise Solutions (3.6 Years)

● Senior SAP Basis Consultant, SAP Operations at Summit Ridge Consulting (3.7 Years)

● SAP Basis Consultant, Enterprise Systems at Northfield Business Systems (3.1 Years)

● Junior SAP Basis Administrator, SAP Operations at Cedar Point Technology Services (1.9 Years)

- Planned OS/DB **migrations** with prerequisites, validation, downtime, and recovery steps.
- Guided customers through production incidents, planned changes, and service risk decisions.
- Supported S/4HANA readiness assessments with clear findings and practical next steps.
- Managed project risks, dependencies, deliverables, and decisions across technical teams

SAP Basis Consultant, Enterprise Systems

Northfield Business Systems 📅 June 2012 - July 2015 📍 Edison, NJ

Delivered SAP Basis consulting for customer ERP landscapes, supporting implementations, upgrades, performance investigations, technical documentation, and coordinated infrastructure delivery across multiple teams.

- Delivered **SAP Basis administration** across customer ERP landscapes and scheduled operations.
- Supported **SAP NetWeaver** implementations, upgrades, transports, and controlled production changes.
- Investigated application and database performance issues, restoring dependable customer connectivity.
- Explained Basis changes, service risks, and maintenance requirements during customer discussions.
- Documented sizing, dependencies, interfaces, and operational requirements for solution designs.
- Coordinated infrastructure, database, network, and application tasks through delivery checkpoints

Junior SAP Basis Administrator, SAP Operations

Cedar Point Technology Services 📅 June 2010 - May 2012 📍 New Brunswick, NJ

Supported supervised SAP Basis operations through monitoring, user administration, transports, jobs, maintenance, validation records, connectivity investigation, and landscape documentation.

- Monitored SAP systems, administered users, managed transports, and scheduled operational jobs.
- Supported **SAP NetWeaver** operations by following documented procedures and change controls.
- Prepared validation records for patching and configuration changes under senior guidance.
- Investigated application server and database connectivity issues with senior administrators.
- Maintained documentation covering landscape components, interfaces, dependencies, and operational ownership.
- Communicated maintenance status and technical findings to consulting leads

PROJECTS

S/4HANA Cloud Migration Roadmap 📅 2021

Brought SAP BTP, Ariba, SuccessFactors, and S/4HANA stakeholders into one working session. Shared diagrams and tradeoffs helped teams agree on interfaces and ownership.

LEADERSHIP & AWARDS

- Recognized as a trusted escalation leader for complex SAP cloud customer issues.
- Received peer recognition for clear architecture presentations and calm incident leadership.
- Technical Mentor, SAP Architecture Mentoring Circle, 2021 to Present

EDUCATION

Bachelor of Science in Computer Science

Rutgers University 🎓 GPA: 3.5 📅 2010 📍 New Brunswick, NJ

Coursework: Computer architecture, database systems, network security, software engineering

CERTIFICATIONS

- TOGAF Certified 📅 2022
- AWS Certified Solutions Architect Associate 📅 2021
- SAP Certified Technology Associate, SAP HANA 2.0 📅 2020

TECHNICAL SKILLS

- **SAP Platforms:** SAP Basis, SAP NetWeaver, SAP HANA
- **SAP Applications:** S/4HANA, Ariba, SuccessFactors
- **Cloud Platforms:** AWS, SAP BTP, IaaS
- **Architecture Methods:** TOGAF, enterprise architecture, solution design
- **Migration Methods:** OS/DB migration, S/4HANA conversion, migration planning
- **Security Technologies:** Cyber Security, encryption, key management
- **Network Technologies:** Network architecture, connectivity, integration
- **Service Management:** Technical Managed Services, service delivery, escalation management
- **Continuity Practices:** Business Continuity, recovery planning, operational resilience
- **Delivery Management:** Technical project management, risk management, stakeholder reviews

PROFESSIONAL AFFILIATIONS

- SAP Architecture Mentoring Circle, Technical Mentor, 2021 to Present
- The Open Group, TOGAF professional community participant

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST