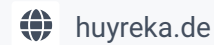


# SAP SUPPORT EXPERT



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## SUMMARY

After 20 years of support of SAP projects I can understand architecture and details of Netweaver systems and solve problems.

My science studies also helped me to see major flaws in todays destructive and illusive world. So rose my support for sustainable farming projects which I support with IT system development.

I am part of SAP Support Teams to analyse the cause of technical problems and find solutions.

## WORK EXPERIENCE

### Developing a Farm Production Tracking System

AHA Services, TH

01/12/2023 – current (recent)

Farm technology is a rising sector. The use of ERP for urban farms is yet rare. From concept to implementation of the first versions I suggested and enhanced a production tracking system allowing farm owners to monitor, compare and plan production quantities and while organizing stock and sales smoothly with an open source ERP solution.

#### Achievements:

Delivered a prototype of a multi lingual offline/ online tracking app serving customer db and central ERP db.

Python

Odoo 16

KIVY

Android Apps

JS

Aquaponics

### Developed a Warehouse Picking App

BuuM Umwelttechnik, DE

04/2023 (recent)

Design and Implementation of an Android App allowing to display picking orders and use of QRCode scanner to identify order items and avoid costly misspicks.

The app is designed around an online database which gets relevant delivery orders from the clients sales system.

When orders are received via fax to the warehouse the app identifies all requested product numbers and displays order line detail and instructions per pick.

#### Achievements:

Delivered a complete application with challenging legacy DB integration.

Python

Odoo 16

QRcode Scanner

Android Apps

JS

Droidscript

MySQL

## Developer ABAP w. WebDynpro and Fiori

nag Informatik AG, CH

01/03/2022 – 30/10/2022 (recent, main)

Extension of "Contract Administration", a PAX inhouse development, required implementation experience with ABAP to correct and build Webdynpros and BAPIs in three week sprint cycles (Scrum).

Apart of ABAP OO some of the applications use SAP Workflow and custom extended Fiori Applications i.e. a specific Workflow task inbox.

Analysis of bug reports led in all cases to solutions or proposals for improvement.

### Achievements:

Solved 200+ production and staging incidents while improving documentation and keeping close feedback loop to users and customer team leads.

SAP HANA

UI5

Netweaver

ABAP OO

WebIDE

## ERP Developer - Odoo Portal Software

fileon UG, DE

11/2021 -02/2022 (recent, main)

Improving the Portal Software of fileon.de was required for better usability and customer satisfaction.

Apart from Python programs extended for the Odoo System version 14, backend processes could be improved using QR codes for fast and reliable identification of documents.

### Achievements:

Extended Python modules of Odoo 14 and employed many open standard protocols and libraries. Designed and refined backend processes.

Odoo 14

HTML 5

OWL

Typescript

Image Processing

## ○ Systems Developer, Founder of Lda in Portugal

Emyune PT Lda., PT

01/03/2021 – 30/10/2021 (recent)

The demand for energy and nutrition is rising and new technologies have to optimize the use of resources.

Since 2016 we follow the development of farming techniques for micro algae.

The company Emyune PT, Lda was founded in Lisbon to build new farm types and find better ways for production. We focussed on low cost ponds with off grid power supply and a network integrated management system.

We suggested cooperations with ISA (Instituto Superior da Agronomia) and local organizations.

### Achievements:

Studied alga production, their use, benefits and metabolism. Learned to use tools and chemistry for better production approaches. Learned to fight the Portuguese bureaucracy.

Algae production

Microcontrollers

Raspberry Pi

Microbiology

Farming

## ○ 2nd Level Support, Application Developer

fileon UG, ITSCare Gbr, DE

07/2018 – 12/2022 (recent, main)

Supplying online services is a demanding task for big insurance companies with millions of users.

AOK is a group of german public insurance providers who offer access through an internet portal. Their system is an SAP custom development and runs 24/7 for four million users.

My project had several aspects: Solving daily problems of different type in second level support and developing an order application for customizing changes.

This order application uses the Odoo (Python ERP) framework to let about 50 key users of 11 subsidiaries identify relevant settings through a CMS, create change orders and track the status of these orders.

### Achievements:

Solved 900+ technical problems. Designed and implemented an order tracking system.

SAP customer Service

ITIL

Netweaver

ABAP OO

Odoo 14

Python

Docker

System Design

## ○ SAP ABAP Developer

fileon UG / E.ON BS GmbH

07/2017 – 06/2018 (main)

Utility companies like E.ON need to optimize not only standard documents but also individual communication for customer service.

In 2008 EON had started to develop a system based on SAP CRM, Adobes Document Server and forms editor.

Now these editor tools were replaced by a new system and we supported redesign of web services and small UI changes for the new integration.

### Achievements:

Wrote design documents and implemented classes for data integration.

SAP CRM 7

UI5

Netweaver

ABAP OO

Webservices

GMC Inspire

XML

## ○ SAP ABAP Developer

fileon UG / Atotech, Berlin

06/2017 (main)

For 2018 Atotech planned to replace their SAP systems database with HANA DB.

The preparation of this step required compliance checks for about 4.000 custom program sources. A two weeks workshop turned out a code parser and workbench supporting manual and semi automatic code upgrades. Manual efforts could be cut in half.

### Achievements:

Worked with developer team on a review of all custom development and suggested and built with team members a report for partial automation.

SAP HANA

ABAP on HANA

Netweaver 7.4

Training ABAP developers

## ○ ERP / Mobile App Developer Logistics

fileon UG / CCS Cargo City Süd GmbH

03/2017 – 06/2017 (main)

Use of smart phones shows large potential in transport logistics since GPS, scan and photo features help to secure and accelerate handling for driver and customer.

Objective of our development for the airfreight carrier "CCS Cargo City Sued GmbH" is the renovation and mainly new development of an ERP integrated solution including verification of personnel, load tracking, bar code identification of partners, packages and vehicles.

Platform of choice is Odoo 10.0 , the ionic framework and web2py for a scaleable restful API.

## Achievements:

Delivered design and prototype of mobile logistics application. Proposed open standards and use of an ERP db for later integration of more logistics processes.

Odoo

Python

ionic framework

Android

Im- and Export

Airfreight

## ○ Develop Integration of SAPUI5 with web2py

fileon UG

01/2017 – 02/2017

Two leading mature open source frameworks were not yet integrated in any documented way. "web2py" is a stable python based web server with an excellend DAL (Data Access Layer) - an equivalent to SAP's OpenSQL in ABAP.

Python as one of the strongest server based languages allows use of large secure libraries on all major OS platforms.

Goals of the project were to build:

- 1) .. an interactive modeller for backend models
- 2) .. a generic maintenance app for associated entities
- 3) .. an application designer with a new event handler manager

After POC the prototype could be deployed on HANA DB with an extension of py-dal for this new DB.

web2py's DAL opens access to several (About 18) database types.

Further Read: <http://www.web2py.com/book>, <http://pydal.readthedocs.io/en/latest/>,  
<https://openui5.hana.ondemand.com>

## Achievements:

Learn about standards and HANA DB.

SAP HANA

OpenSQL

web2py

web2py DAL

HTML5

## ○ Developing Spirulina Farming Concept

Studies

10/2016 – 12/2016

Studying situation of environment and measures for overdue change I started to focus on a central topic: Micro algae for nutrition and energy.

The potential of micro algae, which was promoted by WHO, UN and FAO, is widely disregarded. Value of algae like Spirulina is in addition raising or at least stable while publications of farming technique is rare.

Cooperation with Thai University in Khon Kaen (KKC) was unsuccessful.

A prototype of a scalable low cost farm could be developed and an ROI of under 6 months leaves motivation for further research.

### Achievements:

Conceptual Work in R&D and commercialization of food products

Spirulina

Algae production

ROI-Calculations

Nutrition

Biofules

## ○ SAP ABAP Developer and Trainer

nearcons SAS, IT / Prysmian Group

06/2016 – 09/2016 (main)

Supported a HANA upgrade project.

Trainer for ABAP Developers: HANA Upgrades: "Requirements and new ABAP features".

Development of a central "Drums Replenishment Cockpit" with weekly analysis and direct order creation feature.

Development of a report for "Print EDI message Repetition".

### Achievements:

Delivered training and improvements of productive reports.

SAP HANA

UI5

Netweaver

ABAP OO

## ○ SAP ABAP Developer

Quanta SpA, Poste Italiane, RM, IT

02/2016 – 04/2016 (main)

### CRM 7 Backend Integrations

- Web Service Class extensions of messages with authentication parameters
- Order Export to legacy (partner) system in flat file and xml formats
- Development of fast order statics for custom front end overview screens

Address Rome, Italy

### Achievements:

Improved System integration and user experience.

CRM 7

Webservices

Netweaver

ABAP OO

## ○ SAP ABAP Developer

WIPRO Ltd., SAP SE, Walldorf, DE

05/2015 – 12/2015 (main)

### 1) Development of a "Fiori like" Application for S4 HANA

A work list for supplier evaluation was required replacing older POWL lists. In the new S/4 environment all BSP applications are replaced.

CDS Views were developed and optimized. Annotations with metadata helped to render list views generated dynamically by a new template class OData-Services were extended.

### 2) Extension of MM-PUR Standard Functions

New legislation regarding incoterms required code extensions down to release ECC 6.0, Netweaver 7.3 .

Dialogs, Reports und IDOC Functions had to be updated to cater for versioned attributes.

### Achievements:

Upgrade of SAP MM standard functionality in SAP development environment

SAP HANA

CDS Views

Netweaver

ABAP OO

SAP ECC 6.0

MM-PUR

Odata

MM-PUR



## ◉ Web Application and Business Developer

fileon UG / A&O GmbH

12/2014 – 05/2015

Design and implementation of archiving services for SMEs

Complete development of backend and frontend modules on OpenERP

Business plan und calculation for start up

### Achievements:

Founded company fileon UG based on an application / portal to support a mail service as B2C.

Python,

Linux

Webservers

OpenERP

## ◉ SAP ABAP Developer

fileon UG

11/2014

Upgrade of EMCS XML Tax Application (rel. Project Sep 2012)

Upgrade to SAP ERP Release required adaptation of reports.

Syntactical and functional extensions were planned and implemented.

EMCS XML

SAP MM

Netweaver

ABAP Reporting

## ● SAP ABAP Technical Analyst

Tech Mahindra Ltd. / BASF - Business Services, DE

10/2013 – 09/2014 (main)

Support of SAP Systems for Module EHS - Environment Health and Safety Management. Large production and trade companies have to achieve compliance with REACH legislation. Laws require to track substances imported into or produced in Europe by quantity. Exceeding quantities require specific licenses.

Analysed program flow, traced system DB access and logic of custom coding.

Incident and Problem Handling for EHS, Material Management, GTS (Global Trade System), ALE, Lable Management, Substance Workbench

### Achievements:

Extended code and fixed 200 problems reported on support tickets.

SAP HANA

UI5

Netweaver

ABAP OO

## Earlier Project Experience



## ERP Design and Development

11/2012 – 09/2013

HUYREKA Solutions

Implementation Proposal of OpenERP: Configured Test systems for a trading company and a legal agency in Bangkok.

Designed ERP process integration (warehousing, project management).

Implemented a new module for integration of a web shop (osCommerce), which is extendable to other systems.

Python

OpenERP

## SAP ABAP Developer

09/2012 – 10/2012

HUYREKA Solutions / Riegele KG, Augsburg

Development of EMCS XML tax application (Excise Movement and Control System)

A standard message type for deliveries was extended with a file output for automatic transmission of tax declaration documents.

SAP 4.5

ABAP

## ERP and Python Designer and Developer

07/2012 – 08/2012

HUYREKA Solutions/ OSESoftware Co. Ltd.

Developed OpenERP Migration tools. Analysed data structures of CAO-Faktura and OpenERP sales modules. Analysed and tested features of "Talend Open Studio" migration workbench.

Studied market about use of Open Source ERP in Europe and Thailand

Python, OpenERP

SAP 4.5

ABAP

03/2012 – 06/2012

SAP ABAP Developer SAP

HUYREKA Solutions / Mieschke Hofmann und Partner (mhp.de) / Volkswagen AG

Developed tools for CRM7.0 country specific datamigration.

Migration program for „Workshop Orders" / Designed and developed program for order creation used for opportunities from historic contacts.

Developed and corrected IDOC extensions.

SAPCRM7.0 (1Order, Sales, Service, BOL, ALE)

10/2011 – 02/2012

Studies

HUYREKA Solutions

Research about Online Operating Systems based on Javascript Framework ExtJS.

Analysed features and architecture, proposing generic approach for Frontend IDE for RAD in HTML5 / Script Frameworks.

Experimental, Prototyping

OOS, JS, ExtJS, OO Patterns, Software Ergonomics

09/2011

Student

Studies of SMB ERPSolutions of NSD

Market and System studies to prove concept of sales and service partnership with NSD, a french provider of a commercial ERP system.

NSD BCS, ERP, GRP

11/2010 – 08/2011

SAP Second Level Helpdesk Support CRM

HUYREKA Solutions / HP AG

Development/Correction Support for Life Systems of Carl Zeiss AG, International Zeiss roles out CRM 7.0 Template releases in half year cycles. The production systems were located in USA, UK and Germany. HP organized the help desk, responding to problem reports.

Analysed cause and conditions of user problems with CRM standard and custom applications and views.

Classified incidents, proposing solutions and implemented corrections.

Reviewed hand over documentation and test plans for Zeiss Custom Release Upgrades.

Delivered training sessions for new team members, presenting 4 new feature areas of the Business Release:

1 Order Objects, BOL, View Maintenance, Quote to Order, Opportunities, Copy Rules.

Bug Fixes, Analysis of requirement solution fit, testing

SAP CRM 7.0

08/2010

SAP ABAP Designer / Developer

HUYREKA Solutions / DSKG Germany, DE

Connected a mobile warehouse system (MOWIS) to SAP ECC 6, based on DSD (direct store delivery) functions.

SAP DSD, ABAP, BAPIs, Logistics, (SD) Transports

05/2010 – 07/2010

SAP ABAP Developer

HUYREKA Solutions / IBM Germany, [www.ibm.com](http://www.ibm.com)

Improved WebUI Usability. Handled Service Requests and developed Service Order extensions on Customer Interaction Center and Backoffice Components.  
AET view (BOL) extensions, Layout extensions, Partner Determination BadIs, Checks on partner roles  
SAP CRM 2007, CRM 7.0, ABAP OO

11/2009 – 01/2010

SAP ABAP Developer SAP CRM

HUYREKA Solutions / SyBit GmbH, Radolfzell [www.sybit.com](http://www.sybit.com)

Maintenance of WebUI Extensions

Configured assignment blocks, extension of structures with new extension tools (integrated).

Developed a new assignment block for competitive machinery in sales and marketing roles with custom persistence.

Enhancement of opportunity detail views

SAP CRM 2007, CRM 7.0, ABAP OO

09/2009 – 10/2009

SAP ABAP Developer - CRM

HUYREKA Solutions / IBM Germany, [www.ibm.com](http://www.ibm.com)

Maintenance of CRM 4.0 Custom IBase Application

Troubleshooting and functional extension of highly custom modified IBase Workplace on ERP 2005 Environment.

Developed SAP CRM IBase custom extensions

01/2009 – 06/2009

SAP Interface Designer / Developer

HUYREKA Solutions / mowis GmbH

System Integration with SAP Business ConnectorDSD, Direct Store Delivery on SAP ECC 6.0 has ALE integration capabilities and can be connected via

Business Connector, XI or other integration tools to mobile systems.

Targeting a configurable interface for the mobile warehouse system "MOWIS" of movis-GmbH, the SBC was chosen as preferred platform.

Implementation of a demo version for downloads to handheld devices

SAP Business Connector 4.8

12/2008

Web Developer

HUYREKA Solutions

Web Development using Javascript Framework ExtJS

Concept and Prototype Development of Browser based IDE for ExtJS Applications

ExtJS, Javascript, JS Framework, JSON, AJAX

09/2008 – 11/2008

SAP Interface Developer

HUYREKA Solutions

Developed an Interface platform for connecting a mobile Warehouse System to SAP ERP 2005 using XML to TXT Mapping Logic.

Javascript Framework "iWeb"

Open Source platform to stage e-learning multimedia content - Goal is a commercial language learning portal based on interaction and association

Java, XML, JS Framework ExtJS

03/2008 – 08/2008

SAP ABAP Developer for SAP CRM

HUYREKA Solutions / e.on, Hannover

CRM WebUI Extensions, Data Retrieval Modules for an Integration of Adobe Forms Solution (Backend).

Development of Data Retrieval Classes for common activities, assembling details for 70 Templates of customer contact letters. Modifications of WebUI views, EEWB, Component workbench

SAP CRM 2007, WebUI, Netweaver, BSP

09/2007 – 02/2008

SAP ABAP Developer - CRM

HUYREKA Solutions / Siemens AG, Munich, Germany ; Siemens Bangkok, Thailand

Extension of WebUI features and preparation for rollout of CRM Rel. 5.2 as worldwide platform for customer and sales support.

Conversions of ICWeb Client features and Integration of modules supporting Business Partner data exchange with central MDM system

SAP CRM 5.2, WebUI

08/2007

Designer

HUYREKA Solutions

BMW AG, Munich, Germany

Reviewed and updated Development Guidelines regarding new technologies like Object Orientation, Enhancement Framework

SAP R/3 4.7

01/2007 – 04/2007

SAP ABAP Developer

planbusiness consulting GmbH

Petro Rabigh, Saudi Arabia

Custom Development for MM and HR modules of a new R/3 Implementation in petrochemical industry.

User Exits for Purchasing Approval (Role Determination)- Interface for transfer of Personal Data (several infotypes) from a Recruitment database to PA (HR Personal Administration), Forms Development, CI adaptations (formatting)

SAP R/3 4.7, MM, Screen Painter

02/2006 – 12/2006

SAP ABAP Developer

planbusiness consulting GmbH

Postbank AG, Germany

Master Data (GP-) Connection of two SAP CRM-Systems across companies.

The fusion of BWH and Postbank promised benefits from cross-selling potential.

GP master data on both systems had to be matched systematically in order to consolidate contract data of identical customers.

ECATT Script development for data conversion – Prototype for conversion scenario with remote system control.

Interface design and development of a solution allowing for near real time comparison of changes on GP records

SAP R/3 Basis 620, CRM 3.0

11/2005 – 01/2006

SAP ABAP Developer

planbusiness consulting GmbH / BHW Insurance, Hameln, Germany

Design and Development of a generalization of custom coding addressing the need to roll out functional extensions to foreign and national subsidiaries.

Central question was, which functionality should be included in a general, customizable solution for BHW's contract management.

Evaluation of an implementation of SAP's BRF (business rule framework).

SAP R/3 Basis 620, CRM 3.0

11/2004 – 10/2005

Developer

SAP AG, Walldorf, Germany

Development of a Database Layer to support the BRF (Business Rule Framework)

The architecture of BRF was lacking a consistent database access through shared class methods. This feature was due because of a requirement to process data for past validity dates.

SAP R/3 Enterprise, WAS 620, ABAP OO

08/2003 – 10/2004

SAP ABAP Developer

SAP AG, Walldorf, Germany

Development of a Price Planning Workbench for IS-Retail /

Design and implementation support for a dialog transaction handling mass maintenance of price plans.

Use of ALV-Trees and Grids, UML design tools

SAP R/3 Enterprise, WAS 620 , ABAP OO

2004 – 2009

Application Designer

HUYREKA Solutions

Idea, Design, Implementation of an Annotation Web Service

Motivated by the use of e-learning software this service was developed to allow for collaborative text handling. Setting annotations on arbitrary web pages is implemented with JavaScript, PHP and SQL database only.

The portal started commercially and is currently a candidate for wider use in German class rooms.

PHP, SQL-Database, HTML, Javascript, Linux

2004 – 2007

Developer

movis GmbH, Germany

Development of an Interface to a Mobile Data Capture System -

Conversion of transport orders (accumulation of delivery notes) to flat files for processing on mobile hand held computers, using BDC inbound.

SAP R/3 4.6 Shipment, IS Beverage

03/2003 – 06/2003

SAP ABAP Developer

tt-netcom GmbH (later movis GmbH), Germany

Development of an XML-Interface for the Integration of a Mobile Data Collection System with R/3 using a MySQL database, PHP-Scripting and XSLT Transformations.

The platform independent solution builds on Java-based open source tools and allows for communication via SAP Business Connector.

Design, product selection (EAI), implementation

SAP R/3 4.6 ALE , Java, PHP, XML, Business Connector

06/2002 – 09/2002

Developer

dsyd consulting GmbH / EDEKA Zentrale AG

Cooperative society of german retailers

Preparation of a web based master data maintenance application



Design and implementation of a prototype for customer record maintenance using SAP Java Connector and JDK 1.3.1

SAP IS-Retail, SAP R/3 4.6C, Java Connector

02/2001 – 04/2002

SAP ABAP Developer

dsyd consulting GmbH / LBK - Landesbetrieb Krankenhäuser, Hamburg

Integration of SAP MM and Warehouse Management System WLS® (SALT AG Würzburg)

Designed and implemented an interface using ALE, RFC

Extension of IDOCs, definition of data structure and flowReporting on warehouse system WLS®

Analysis of stock database with MS ACCESS

SAP R/3 ALE, Warehouse Management, MS ACCESS

11/2000 – 01/2001

SAP ABAP Development Manager

Deloitte Consulting

Team assistance for R/3® Application Remote Support Center (Hyderabad)

Deloitte offers off shore support with a team of specialists out of a development center in Hyderabad, India.

Customers in need of ABAP-, scripting- and configuration support get connected remotely.

Planning, documentation and supervision of development tasks for several US American

clients (EDI, reporting, SAPforms) / Introduction and improvement of development standards

SAP R/3

04/2000 – 10/2000

SAP ABAP Developer

Dynpro Inc. / Boehringer Ingelheim, CT, USA

Pharmaceutical Industry

Implementation of R/3® to Host Interface; Module QMDevelopment on MERCATOR®,

Middleware for Message Exchange Scripting (UNIX), Transaction Calls to module QM

Reporting for annual order evaluation

SAP R/3 4.0, MERCATOR®, UNIX

09/1998 – 03/2000

SAP ABAP Developer

Barton Associates LLP / Office Max, OH, USA

Development Support for Retail ImplementationCoding of pricing enhancements

- Design and implementation of Deal Pricing Application

- Enhancements of Listing Functionality

- Adjustment of material classification

- Preparation of Development-Plan (Volume of 2000 developer days)

SAP R/3 IS-Retail

04/1997 – 04/1998

SAP ABAP Developer

Ernst Young LLP / Nash Finch, Retailer, MN, USA

Development Support for Retail Implementation

Development of a Background Pricing Function for the first US Retail roll out.

Developed a custom application to identify groups of stores and articles due for new price determination after arbitrary condition changes.

SAP R/3 , IS-Retail

05/1998 – 08/1998

SAP ABAP Developer

Barton Associates LLP / Hunt Wesson Foods, CA, USA

R/2 Migration (Rel. 4 auf 6.0). Analysis and adaptation of data and program pools for release upgrade

SAP R/2

03/1994 – 12/1995

Developer

d.d. consulting GmbH

ABAP training, inhouse preparation and delivery of first courses to colleagues.

Projects for Hospitals (UK Eppendorf) and trading companies.

01/1996 – 04/1997

Developer

Bauer Group Inc.

ACME Steel Corp. Chicago, IL, USA

Development of a Time Tracking and Approval FunctionConcept, implementation, training for employment time trackingtransaction (Interactive Reporting)Maintenance of interface programs / Integrating data capture terminals(EPIC Data, Canada) into R/3 HR

SAP R/3 2.2

1992 – 1993

Software Developer - Technical

PCP – Hamburg

DB development, 3D software, CAD software selection and training

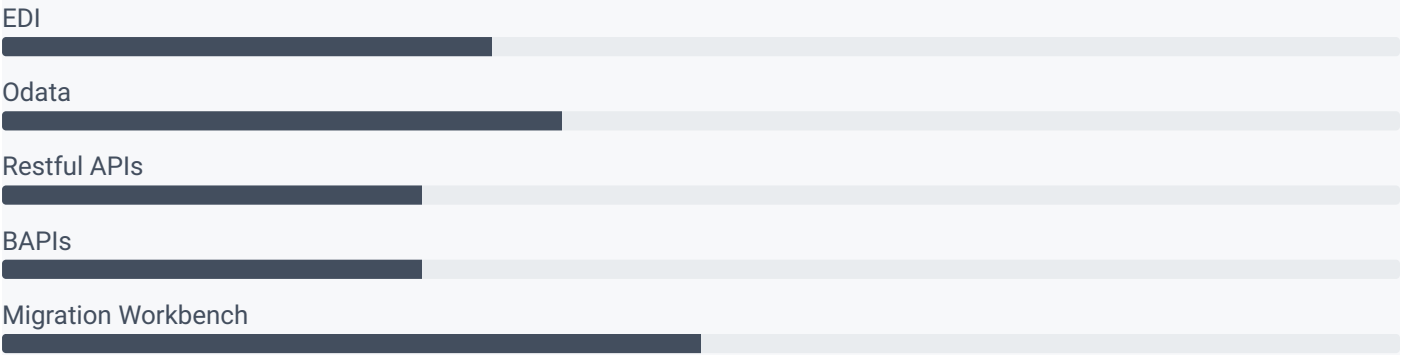


# SKILLS & TOOLS

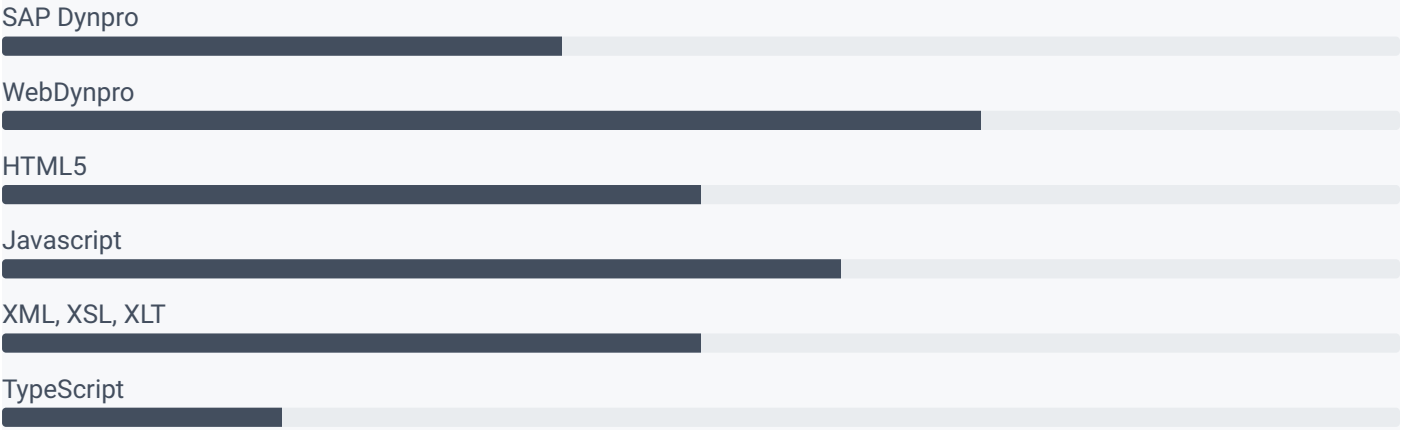
## SAP



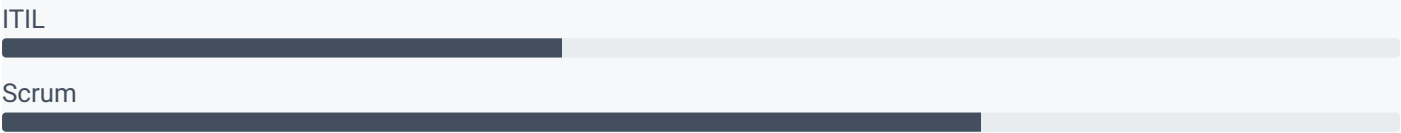
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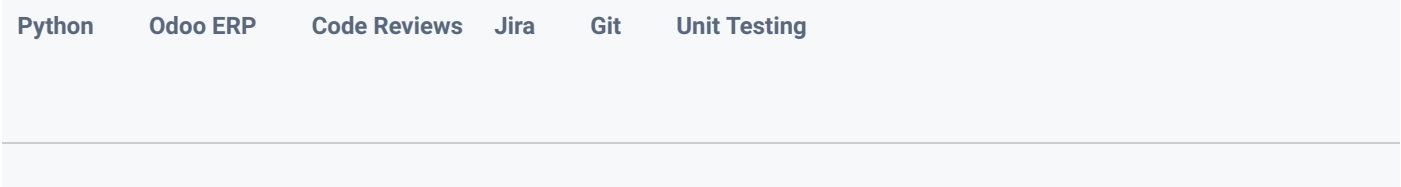
## Frontend



## Process



## Others



## EDUCATION

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Masters in Physics  
Universität Hamburg  
1993

## LANGUAGE

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German (Native)  
English (C2)  
Portuguese (B1)

## INTERESTS

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Farming and Nutrition  
Geopolitics  
Tangled Crypto

Designed with ❤️ by [Xiaoying Riley](#) for developers