KUNDAN GIRI

SAP Technical Consultant - IT Support Engineer

+46 760 753 905 — Falun, Sweden

girikundan553@gmail.com — linkedin.com/in/kundangiri

PROFESSIONAL SUMMARY

Experienced SAP Technical Consultant and IT Infrastructure Engineer with 3+ years supporting enterprise environments, including SAP S/4HANA, SAP HANA, and SAP Business One. Skilled in Linux (SUSE), Windows Server, Microsoft 365, Active Directory, DNS, ticketing systems, IT monitoring, backup/recovery, incident troubleshooting, and end-user support. Experienced in managing on-premise and cloud deployments (AWS/Azure), delivering reliable IT services with a structured, analytical, and problem-solving approach. Currently pursuing a Master's in Data Science in Sweden.

EDUCATION

Master of Data Science, Dalarna University, Borlänge	2026 – Present
Bachelor of Computer Engineering, Kantipur Engineering College, Lalitpur	2018 – 2024
Intermediate in Science (Mathematics), Oxford Secondary School, Butwal	2016 – 2018

TECHNICAL SKILLS

- Operating Systems: Linux (SUSE, Ubuntu), Windows Server, VMware ESXi
- SAP Databases: SAP S/4HANA, SAP Basis, SAP HANA Administration, SAP Business One, SQL Query Optimization
- IT Infrastructure: Active Directory (AD), DNS, Domain Management, Proxy, Group Policy Objects (GPO), Microsoft 365
- Enterprise Tools: Ticketing Systems (Jira Service Management), Monitoring Tools (Zabbix)
- Security Access: SSO Integration, User and Role Management
- Monitoring Support: System Monitoring, Backup Recovery, Incident Troubleshooting

SOFT SKILLS

- Communication and teamwork
- Problem-solving and analytical thinking
- Customer-focused IT support
- Adaptability and continuous learning
- Structured and reliable work approach

EXPERIENCE

System Engineer — BizHub Consulting Pvt. Ltd., Kathmandu, Nepal   2023 – 2025

· Installed, configured, and supported SAP Business One systems across multiple client environments.
· Delivered L2/L3 technical support for SAP applications, servers, and enterprise IT infrastructure.
· Administered Linux (SUSE, Ubuntu) and Windows Server environments, including system monitoring, patching, and maintenance.
· Managed SAP HANA database operations such as backups, monitoring, user administration, and basic performance tuning.
· Designed and maintained IT infrastructure services including Active Directory (AD), DNS, domain management, and proxy configuration.

- Administered Microsoft 365 services, including user management, mailboxes, security settings, and access policies.
- Implemented backup and recovery solutions, ensuring data protection and business continuity.
- Developed automation scripts for daily backups and routine maintenance tasks to reduce manual workload.
- Provided end-user support, incident troubleshooting, and technical documentation for business-critical enterprise systems.

SAP Basis Administrator / IT Infrastructure Engineer — Golyan Group, Kathmandu, Nepal 2025 – 2026

- Administered SAP S/4HANA systems, including installation, configuration, upgrades, and monitoring.
- Managed SAP HANA database administration tasks such as backups, performance monitoring, optimization, and recovery.
- Oversaw enterprise Linux servers (SUSE) and Windows Server infrastructure, including Active Directory, DNS, and security policies.
- Supported on-premise and hybrid cloud environments (AWS/Azure), ensuring high availability and system reliability.
- Coordinated with internal and external IT teams for audits, system reviews, and infrastructure improvements.
- Provided IT support for enterprise users, resolving incidents and ensuring minimal downtime for business-critical systems.

PROJECTS

- **Automated SAP B1 System Health Monitoring Tool:** Python Shell scripts to monitor SAP Business One servers and HANA DB; integrated with Jenkins, GitHub Actions, Docker; automated alerts and uptime improvement.

- **End-to-End Encrypted Chat Application:** Node.js, React.js, MongoDB; implemented end-to-end encryption and real-time messaging with a focus on scalability and security.

- **Machine Learning Prediction Application:** Python-based ML app for data preprocessing, feature engineering, model training, and evaluation; delivered actionable predictive insights.

CERTIFICATIONS

- Linux Essentials — Cisco Networking Academy

- Data Fundamentals — IBM SkillsBuild

- AWS Academy Graduate – AWS Academy Cloud Foundations — Amazon Web Services (AWS)

LANGUAGES

- Nepali — Native

- English — Intermediate

- Swedish — Beginner (Currently Learning)