

Name: **Gerald Añes Hernandez**  
Home Address: Room 307, Building 231, Street 11,  
Discovery Garden, Dubai,  
United Arab Emirates  
Email Address: [gerald.hernandez@live.com](mailto:gerald.hernandez@live.com)  
Mobile Number: +971501634331  
Visa Status: Sponsor Visa



### Professional Summary:

- Software Systems
  - Knowledgeable in SAP security and Basis modules, Operating Systems, and MS Office and Windows installation, know how to set up MS Outlook email, can install and update software program applications.
  - Can support general desktop issues.
  - ServiceNow and Citrix
- Hardware System
  - Knowledge of troubleshooting computers such as hardware components, PC desktop installation, configuring wireless printers, and Wi-Fi/routers.
  - Know how to crimp cables such as straight-through and cross-over LAN cables.

Training/Certificate:

Course: ADM900 SAP System Security Fundamentals

Duration: April 8 and 9, 2024

### Summary Work Experience:

Company	Role	Duration
Glint's Apparel & Clothing	Co-owner and Staff	January 2019 – December 2023
Accenture	Application Support Senior Analyst	November 2015 – January 2019
TORC International Equipment	Secretary	September 2013 – March 2015
Northgate Arinso	SAP Basis	August 2010 – December 2010
Chem Master Industrial Trade	IT Administrator	March 2009 – July 2010
Accenture	Software Engineer	December 2006 – February 2009
Gee Internet Cafe	IT Staff	April 2006 – November 2006
Integrated Computer System	Customer Service Engineer	October 2005 – January 2006

### Work Experience:

**Glint's Apparel & Clothing:**  
Pasay City, Philippines

**Co-owner and Staff**  
**January 2019 – December 2023**

- Networked with other businesses and customers to increase sales opportunities and contacts.
- Recruited, interviewed, and hired one staff member and developed the skills to assist with the daily transactions.

- Negotiated price and service with customers and vendors to decrease expenses and increase profit.
- Interacted well with customers to build connections and nurture relationships.
- Supervised the creation of exciting merchandise displays to catch the attention of store customers.
- Tracked trends and suggested enhancements to both challenge and refine company's product offerings.

**Accenture:**  
**Taguig City, Philippines**

**Application Support Senior Analyst**  
**November 2015 – January 2019**

- Perform the Script Recording and Playback for user and role mass creation.
- Update authorization via SAP Central Management Console and SAP Gui to access the Business Object Launchpad.
- Provide authorization to access SAP Fiori on front-end and back-end systems.
- Investigate missing authorization object issue.
- Create a table of authorization groups in SAP and assign an authorization group to a table group.
- Assist in configuring, testing, and validating SAP Security.
- Designed, configured, tested, and validated SAP user authorization objects, profiles, and roles.
- Troubleshoot user access issues.
- Perform security audits to ensure compliance.
- Maintain and update various security roles and profiles.
- Ensure data accuracy and integrity.
- Collaborate with other teams to implement security best practices.
- Prepare technical documentation.
- Create documentation regarding the Transport process.
- Monitored SAP user access to the system and ServiceNow as a ticketing tool.
- Resolved access and security problems in SAP systems.
- Implemented system access controls, user access management, and user authentication.
- Troubleshoot user access issues.
- Implemented security policies, standards, and procedures by SAP best practices.
- Perform transport requests using the RevTrac console.

**TORC International Equipment Trading LLC:**  
**Al Karama, Dubai, UAE**

**Secretary and Procurement**  
**September 2013 – March 2015**

- Create invoices, cash receipts, cheque receipts, cash payments, cheque payments, local purchase orders, and handle petty cash for office expenses.
- Coordinate with the suppliers, couriers, and customers as well.
- Make a short appointment with the new possible client via email to introduce the company profile, products, and services.

**NorthGate Arinso:**  
**Quezon City, Philippines**

**SAP Basis**  
**August 2010 – December 2010**

- Monitoring ticketing tool.
- Resetting password, unlocking user's ID, and sending mail to the appropriate owner account.

- Transports the modified roles and user groups from the development, test, and to the production system.
- Create and modify mass user accounts, providing proper authorization and limiting the validity based on the requests.
- Create and release TR numbers for the transport requests, setting transports to complete, quarantine and removing from the RevTrac console, changing the description of the project on RevTrac by request, and creating the transport of copy.
- Asking for approval for the usage of emergency users for urgent and critical requests.
- Create and assign the developer key to the user's account.
- Providing authorization in the UMT tool table for a password reset.
- Add user group in UG table and transport to the other systems.
- Download and upload the data files and co-files from one system to another.
- Send an email to the appropriate team for coordination, if the request is for the Basis team or not.

**Chem Master Industrial Trade:**  
**Marikina City, Philippines**

**IT Administrator**  
**March 2009 – July 2010**

- Gather all the information in the clients' computers such as documents, business program options, and other necessary data that has not been related to work business tasks.
- Reinstall the business programs and restore the company data including the program options as the same setup before.
- Create and send reports as documented record files to the supervisor.
- Patching and crimping UTP network cables to make straight-through and cross-over LAN cables.
- Copying the business documents for an individual user as a reference or backup copy to the system.
- Format the computer to remove all unnecessary files that are not something to do or not related to work such as MP3s, personal pictures, videos, and other unwanted files that can cause space on hard drives.
- Replace dysfunctional hardware, install operating systems, and other business-related application programs.

**Accenture:**  
**Taguig City, Philippines**

**Software Engineer**  
**December 2006 – February 2009**

- Monitoring Service Now as a ticketing tool for the project.
- Reset passwords, unlock users' IDs, and send mail to the appropriate owner account.
- Transport all modified roles, and user groups from the development, test, and to the production system.
- Create, and modify the mass users account, providing proper authorization and limiting validity based on the requests.
- Create, and release the TR numbers for transport requests, setting transports to complete, quarantine, and remove from the RevTrac console, change the description of the project on RevTrac by request, and create transport of copy.
- Asking for approval for the usage of emergency users for urgent, and critical requests.
- Document all the updated tickets and the ticket tracker from time to time.
- Create and assign the developer key to users' account.
- Create documents as a reference for the new and old members of the team.
- Providing authorization in the UMT tool table for password reset.

- Add the user group in the UG table and transport it to other systems.
- Monitor and maintain the RFC connection from the development, test, and to the production system.
- Monitor, investigate, and send the mail to the job owner once the error is encountered.
- Know how to implement SAP notes.
- Make and compile the documents about the issues that are difficult to resolve for future reference.
- Single point of contact on new projects and getting the details from the client about what kind of support is needed from the basis team and the target date completion.
- Perform post-preparation on system refresh.
- Find the root cause of unresolved tickets.
- Download, and upload the data files, and co-files from one system to another.
- Send emails to the appropriate team for coordination if the request is for the Basis team or not.

**Gee Internet Café:**  
Cainta Rizal, Philippines

**Owner/IT Staff**  
April 2006 – November 2006

- Typing jobs and research.
- Assist the customers, if they are not knowledgeable to operate computers and other application programs.
- PC Troubleshooting – Reformat, reinstall the operating system, MS Office, assemble PC parts, and maintain fixed hardware and software system.

**Integrated Computer System:**  
San Juan City, Philippines

**Customer Service Engineer**  
October 2005 – January 2006

- Completing the lockdown checklist to ensure the information on the first part of the task is completed, correct, and verified.
- Gather all the information in the clients' computers such as documents, business program options, and other necessary data that has not been related to work business tasks.
- Reinstall the business programs and restore the company data including the program options as the same setup before.
- Create and send reports as documented record files to the supervisor.
- Patching and crimping UTP networking cables to make straight-through and cross-over cables.
- Copying the business documents for an individual user as a reference or backup copy to the system.
- Format the computer to remove all unnecessary files that are not something to do or not related to work such as MP3s, personal pictures, videos, and other unwanted files that can cause space on hard drives.
- Replacing dysfunctional hardware, installing operating systems, and other business-related application programs.

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**Personal Details:**

College:	AMA Computer College
Course:	Bachelor of Science in Computer Science
Year Graduated:	April 21, 2004
Linked In:	<a href="https://www.linkedin.com/in/gerald-hernandez-340b97176">https://www.linkedin.com/in/gerald-hernandez-340b97176</a>