

Kah Guan Ong

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Summary

SAP Ariba professional with 8+ years of experience providing functional and technical support across SAP Ariba Sourcing, Contracts, SLP, Procurement, and Business Network. Experienced in enterprise troubleshooting, supplier enablement, customer training, escalations, and cross-functional issue resolution.

Experience

SAP | Solution Support Engineer

June 2018 – Present

- Provide functional and technical support for SAP Ariba cloud procurement solutions
- Investigate and resolve complex application, configuration, workflow, supplier enablement, and transaction issues.
- Analyze application logs using Splunk and perform data/database investigation using SQL to identify root causes.
- Manage escalated customer incidents and collaborate with engineering, development, and product teams through resolution.
- Create and maintain Knowledge Base Articles (KBAs), troubleshooting documentation, and internal technical resources.
- Deliver customer training and knowledge-transfer sessions and support onboarding of new team members.

SAP | Procurement Operations Specialist

June 2017 – June 2018

- Provided application and functional support for SAP Ariba applications
- Managed support tickets including issue tracking, escalation, and resolution.
- Assisted with process documentation, release readiness, training support, and service audits.

Education

Bachelor of Science (B.S.) – Computer Information Systems

PennWest California (California University of Pennsylvania)

Skills

- SAP Ariba (Network, Sourcing, Contract, SLP)
- SQL/MySQL, Splunk
- JavaScript, CSS, HTML, PHP, COBOL

Languages

Mandarin Chinese (Native), Cantonese (Fluent), English (Fluent), Malay (Fluent)