

Monzer Osama Alchikh Warak

IT Director | Bahamdan Investment Group.
MSC ITM | Microsoft MVP, MCP, MCT | PMP | ITIL



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MonzerOsama

AREAS OF EXPERTISE

- **IT Strategic Management.**
- **Certified Project Management Professional (PMP)** & Microsoft Project (Practitioner & Trainer).
- **Certified in the latest version of ITIL 4.0 (IT Service Management)**
- Business Intelligent Implementation (Qlik Sense & **Power BI**).
- Business Process Management, Reengineering, and Automation (Certified Workflow System: ProcessMaker).
- International Speaker in ERP & IT Management fields.
- More than **13 years** of experience in **ERP Consultations** (Certified in Microsoft Dynamics GP & AX).
- More than **9 years** of experience in web administration.
- **3 Years of experience in Internet of Things IoT**
- Database administration & Programming (SQL Certified professional).
- Microsoft Certified Trainer since 2007 and have presentation skills.
- Experience in requirements gathering and business needs.
- Holding annually MVP award (Most Valuable Professional) Award Categories: [Business Solutions since 2008](#).

TRAINING

- [Digital Transformation](#) (University of Virginia) May 2020
- [IOT5x: Cybersecurity and Privacy in the IoT](#) (Curtin University) April 2019
- [IOT4x: IoT Programming and Big Data](#) (Curtin University) Nov 2018
- [IOT1x: Introduction to the Internet of Things \(IoT\)](#) (Curtin University) Aug 2018
- [IOT3x: IoT Networks and Protocols](#) (Curtin University) Aug 2018
- [IOT2x: IoT Sensors and Devices](#) (Curtin University) Sep 2018
- Robotic Process Automation – RPA Jun 2018
- Foundation Enterprise Architect TOGAF 9.1 Exam Preparation July 2018
- Agile Project Management & PMI-ACP Exam Preparation Feb 2018
- [Touch IoT with SAP Leonardo](#) (From June 7, 2017 - July 27, 2017)
- EFQM Assessor Training (3 days) Aug 2016
- BPM ProcessMaker 3.0 Architect & Development Course (Miami – USA) Apr 2016
- Business Process Management (BPTrends methodology) (3 days) May 2015
- Leadership Development- Turkey (5 days) Aug 2013
- Managing Business Processes with ProcessMaker - London (3 days) Dec 2011
- Art of Project Management (PMP preparation Exam) Jan 2011
- Microsoft Dynamics AX Development, Installation & Configuration 2010
- Inventory control in Microsoft Dynamics GP 9.0 2007

EDUCATION

Master of Science in Management Information Technology

GlobalNxt University, Malaysia GPA: 3.91






SKILLS



LANGUAGES



PROFESSIONAL EXPERIENCE

- 05/2021 – Current**
- IT Director**
Bahamdan Holding Group  **Riyadh, Saudi Arabia**
- Build and execute an IT strategy that supports the organization's strategy.
 - Prepare the company for digital transformation projects and lead Change Management Process.
 - Leading The implementation of the ERP system (Microsoft Dynamics 365 F&O).
 - Migrate the infrastructure to the cloud.
 - Design the KPIs and Dashboards that support the management and decision-makers.
 - Optimizing & Automating the Business Processes and Implementing workflow solutions.
 - Adopting the new technologies in the fields of Robotic Process Automation (RPA), Business Intelligence (BI), and Cyber Security.
 - Doing a periodic cost-benefit analysis for the progress and development of internal operations.
 - Manage The IT Team, Vendors, Consultants, Budget, Online Services and IT Assets.
- 12/2019 – 03/2021**
- Senior Information Technology Consultant**
Sultan Indústria Têxtil  **São Paulo, Brazil**
- My main responsibilities are focusing on documenting, enhancing and automating all Business Process especially manufacturing processes in the Textile industry to maximize the benefits of ERP implementation.
- In cooperation with IT and Business team we are working hard on providing tools that support the decision-makers to enhance the outcome of the ERP system using the top edge technologies like Business Intelligence (BI), Robotic process automation (RPA), Internet of Thing (IoT) etc.
- 2013- 02019**
6 Yrs
- IT Consultations Manager**
Almasarat Consulting Co.  **Jeddah, Saudi Arabia**
- Setting strategies, objectives, and KPIs for the IT departments.
 - Development of IT-related Strategy and policies.
 - Systems Administration (Ms Project online, Workflow, Office 365 Dynamics AX & GP.)
 - Manage IT-related Projects.
 - Create and enhance the policies of ERP system usage.
 - Implement and maintain the Business Processes system (ProcessMaker).
 - Designing and implementing the Business Intelligence solutions (Power BI & Qlik Sense)
 - Participate in vendor contract negotiations for all new IT stuff.
 - Deliver consultations and training in Project Management methodologies for our customers.
- 2009- 2013**
4 Yrs
- ERP / IT Manager**
Bright Links Co.  **Jeddah, Saudi Arabia**
- Implementing ProcessMaker BPM (Business Process Management system)
 - Managing many internal Projects (Archiving system, Item Coding, ERP, CCTV etc...).
 - Evaluate & enhance procedures and policies and assist in the Process reengineering process.
 - Automation internal process for IT Department.
 - Leading the ERP implementation of Microsoft Dynamics AX @ SamiRock co.
 - Defining a classification and coding for Items, Customer, Vendors, fixed Assets & chart of accounts and building standard methodology for coding.
- 2007- 2009**
2 Yrs
- ERP Manager**
Hydraulic City Factory  **Jeddah, Saudi Arabia**
- Requirements Gathering perform in house implementation of Microsoft Dynamics GP
 - Performing Gap Analysis.
 - Assist in business process reengineering and workflow mapping

PROFESSIONAL EXPERIENCE CONT.


- Implementing BPM and workflow system.
- Perform an application and security management.
- Develop reports and dashboards supporting the business needs
- Systems and database Administration (Monitoring , Upgrading, etc.).

2005- 2007

2 Yrs

IT / Microsoft Dynamics GP Consultant

Al-Madeenah for Comm Activities Co.

 Jeddah, Saudi Arabia


- Implementing ERP system, Microsoft Dynamics GP (Great Plains).
- Developed student attendance systems with auto SMS web portal integrated with GP.
- Inventory items coding consulting, workflow automation.
- Systems administration (MS SQL, ERP Systems and other systems)
- Network design and implementation.
- Developing financial reporting, analysis tools and linked to Data Analysis service .
- Building systems on the Internet linked with Microsoft Dynamics Great Plains .
- Building a customized ERP modules.
- System upgrade.

2003 - 2005

2 Yrs

Specialist of Programming & Financial System Development

Annokhbah Co.

 Jeddah, Saudi Arabia

- Write the key requirements and developing a Financial web-based solution to be used at Al- Bushra School.

Trainer

Almasri Computer Center

 Homs, Syria


- Training students on Website designing using FrontPage, Dreamweaver and programming with PHP, JavaScript, MySQL and managing Linux hosting server, also I held many Hardware assembling and Maintenance training

2001 - 2003

2 Yrs

Hardware maintenance and assembler specialist

Almasri Computer Center

 Homs, Syria

- Repairing and assembling new PC's and setup operating system, office and other applications programs.

1999- 2003

4 Yrs

ACCREDITED CERTIFICATES & AWARDS

- Certified in IT Service Management framework – ITIL V4.0 (2020)
- Certified in Analyzing and Visualizing Data with Power BI (2019)
- MVP annual award (Microsoft Most Valuable Professional) **for 15 years (2008, to 2023).**
- Project Management Professional (PMP)
- Certified as ProcessMaker Advanced Architects (Workflow System).
- Certified as ProcessMaker developer
- MCP Microsoft Certified Professional (SQL Server)
- Microsoft Project Certified
- Microsoft Business Management Solution Specialist in:
 - Microsoft Certified AX 2009 Installation & Configuration Specialist.
 - Microsoft Certified Integration Specialist.
 - Microsoft Certified Modifier/VBA Specialist.
 - Microsoft Certified GP Installation & Configuration Specialist.
 - Microsoft Certified SOP, POP and Inventory Specialist.
 - Microsoft GP 9.0 Report Writer Specialist.
 - Microsoft Certified Business Management Solutions Professional
 - MCT Microsoft Certified Trainer in Microsoft Dynamics



COMMUNITY INVOLVEMENT

Blogger: My blog address: www.MonzerOsama.com and Active member of several online/offline technical forums, groups and portals.

GP4Arab community Leader: Lead the largest community founder and leader, www.GP4Arab.com which is offering discussion forums to share tricks, ideas, workarounds, how-to articles, tips, download tools, samples, jobs and questions about Microsoft Dynamics GP specifically targeted the Arab Users and developers ...(Click to visit [Microsoft's comments](#))

MEDIA INTERVIEWS AND ARTICLES

- Zad TV: How to transform the work environment to be remotely
- Zad TV, 1 hour live interview on "The technology and ethics"
- Al-Majd Saudi TV, Interview in HayaTech, series 80, 23/4/2008. (Video link: <https://goo.gl/er3fj4>)
- Interview with Monti-Carlo France Radio station 17/4/2008.
- Al-Jazeera TV news stations <http://aljazeera.net/news/archive/archive?ArchiveId=1087959>.
- Al-Urba Syrian newspaper #12761 on 1/4/2008.
- AL-Thawra Syrian newspaper
- ALquds newspaper #13915 <http://web.alquds.com/docs/pdf-docs/2008/5/14/page30.pdf>
- Al-Hayat London newspaper 11/5/2008 <https://goo.gl/b1J2p7>
- Microsoft MVP Website <http://goo.gl/DZJAsC>

PUBLICATIONS

1. **All you need to get started in PC** (In Arabic 1999) Talking about Word, Excel, PowerPoint, and Hardware Maintenance.
2. **Microsoft Dynamics GP Installation and configuration Step By Step.** 2008.
3. **PMP MindMap:** Summary for the most important PMP exam preparation books using innovative method (2012).

CONFERENCES PARTICIPATION

1. **Speaker:** [Global Power Platform Bootcamp Saudi Arabia 2022](#)
2. **Speaker:** [Power Platform World Tour São Paulo, Brazil](#)
3. **Speaker** at IMAN 2018 Conference Kuala Lumpur, Malaysia, Paper name: "The usages of IoT in Nonprofit organizations".
4. **Speaker** at "Charity Technology Innovation Conference 2018 – Bahrain" MY speech was about "The usages of IoT in Nonprofit organizations".
5. **Keynote Speaker** at "The best practice in Non-Profit Sector 2016" Riyadh, Saudi Arabia.
6. **Keynote Speaker** at The 3rd International Conference on Islamic Applications in Computer Science and Technologies (IMAN 2015) Konya, Turkey Paper name: "The Transformation Of Nonprofit Organizations To Information Technology, The Challenges and Benefits".
7. **Speaker** at ArabNent - Riyadh 2011 at Ideathon session.

PERSONAL INFORMATION

- **Nationality: (Dual Citizenships)** Brazil and Syria .
- **Date of Birth:** 15/11/1981
- **Work Permit:** Holding a valid Saudi work Permit.