

Monzer Osama Alchikh Warak

Saudi Arabia, Jeddah

+966501826235

Consult@MonzerOsama.com



Skill Summary

IT strategic Management

- Certified Project **Management Professional (PMP)** & Ms. Project 2013 (Practitioner & Trainer)
- Experience in Business Processes automation (Certified workflow system: ProcessMaker)
- Guest Speaker / Presenter / in ERP & Management field.
- More than 13 years of experience in **ERP solutions** (Certified in Microsoft Dynamics GP & AX).
- More than 12 years of experience in web administration.
- Database administration & Programming (SQL Certified professional "Installing, Configuring & Administering).
- Holding annually MVP award (Most Valuable Professional) Award Categories: [Business Solutions since 2008](#).
- Microsoft Certified Trainer since 2007 and have presentation skills.
- Experience in requirements gathering and business needs.

Areas of Expertise

- **Projects Management** (Practitioner & Trainer).
- **ERP Consultation** (Microsoft Dynamics GP, AX implementation, customization and administration)
- Business Process Management, Automation and Reengineer.
- Microsoft Project server 2016 / Project online implementation.
- SQL Database, installing & administration.
- Business intelligent implementation (Qlik Sense & PowerBI).

Relevant Experience & Accomplishments

Applications:	Websites Management, CMS, WordPress, Joomla, Linux Server Management, Windows 2008 Server & Active Directory, Citrix, Crystal Report, Microsoft Data Analyzer, Mindjet, Spider Strategies (Balance Scorecard software) MS Project 2016, and Qlik Sense (business intelligent).
Programming Language:	Very good knowledge in :PHP, ASP, VBA, JavaScript and SQL programming.
Databases:	MySQL, Microsoft SQL Server, Access & SQL Reporting Services.

Academic Education

Master of Science in Management Information Technology / Malaysia GPA 3.91 (A)

Training (last 16):

- ✓ [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
- ✓ BPM ProcessMaker Architect & Development Course (London- UK) Nov 2012
- ✓ 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

Professional experience achievements

Period

IT Management Consultant, Attanmiyat Holding Co.

06/2013-Present

- ✓ Setting strategies, objectives, and KPIs for the IT department.
- ✓ Development of IT related Strategy and policies.
- ✓ Develop Strategic roadmap for alignment between business and IT.
- ✓ Systems Administration (Microsoft Project online, Workflow, CRM etc.)
- ✓ Writing procedures and guidelines
- ✓ Manage IT-related Projects.
- ✓ Identify user needs and resolve problems.
- ✓ Create and enhance the policies of ERP system usage.
- ✓ Implement and maintain the Business Processes system.
- ✓ Designing and implementing the Business Intelligence for Workflow and ERP Systems
- ✓ Assess and anticipate technology projects and recommend appropriate action and resources.
- ✓ Participate in vendor contract negotiations for all new computer equipment and software purchased for the corporation.
- ✓ Design, establish, and maintain all company's system and network infrastructure for local and wide area connectivity and remote access.
- ✓ Provide technological guidance within an organization.
- ✓ Deliver consultation in Project Management methodologies for our customers.

ERP / IT Manager, Bright Links Co.

12/2009-2013

- ✓ Implementing ProcessMaker BPM (business Process Management system)
- ✓ Managing many internal Projects (Archiving system, Item Coding, ERP, CCTV etc...).
- ✓ Studying the business plan & strategies.
- ✓ Evaluate & enhance procedures and policies and assist in Process reengineering process.
- ✓ Automation internal process for IT Department.
- ✓ Defining Business requirement for implement Dynamics AX @ SamiRock co.
- ✓ Defining a classification and coding for Items, Customer, Vendors, fixed
- ✓ Assets & chart of accounts and building standard methodology for coding.
- ✓ Leading the implementing of Microsoft Dynamics AX.
- ✓ Inventory breakdown management.

ERP Project Manager, Almadina Co.

2007 –12/2009

- ✓ Implementation Microsoft Dynamics GP as ASP model for multi sister Companies.
- ✓ Gap Analysis
- ✓ Inventory items coding, workflow automation consulting
- ✓ Studying & Analyzing the current business cycle
- ✓ Assist in business process reengineering and workflow mapping
- ✓ Application and security management.
- ✓ SQL Server Administration.
- ✓ Creating and modifying reports supporting the business needs
- ✓ Monitoring the system and confirm for upgrades and update.
- ✓ Assist is coding & Classification such as Items, Customers, & Vendors Etc.

IT manager/Microsoft Dynamics GP (ERP System) Consultant, Almadina Co.

2005 –2007

- ✓ Implementing ERP system, Microsoft Dynamics GP (Great Plains).
- ✓ Developed student attendance systems with auto SMS web portal integrated with GP.
- ✓ Developed an employee time attendance system with Dynamics GP.
- ✓ Analysis and design of workflows for new business rules .
- ✓ Inventory items coding consulting, workflow automation.
- ✓ MS SQL Database administration

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- ✓ Network design and implementation.
- ✓ Installing, administrating Ms/ Windows 2003 server and set users' permissions within active directory.
- ✓ Developing financial reporting, analysis tools and linked to Data Analysis service .
- ✓ Building systems on the Internet linked with the Great Plains .
- ✓ Building programs/modules to fill the shortage on a program such as the Great Plains Row Level Security.
- ✓ System upgrade.

Specialist of programming & financial system development, Annokhbah 2003 -2005
Write the key requirement for developing Financial systems and build it as a web based solution.

Trainer, Almasri Computer Center, Syria 2001 -2003
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

Hardware maintenance and assembler specialist, Future House Co . 1999 -2003
Repairing and assembling new PC's and setup operating system, office and other applications programs .

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](#)).

Accredited Certificates & Awards

- o MVP annual award (Microsoft Most Valuable Professional) for 11 years (2008, to 2019).
- o Project Management Professional (PMP)
- o Certified as ProcessMaker Advanced Architects (Workflow System).
- o Certified as ProcessMaker developer
- o MCP Microsoft Certified Professional (SQL Server)
- o Microsoft Project Certified
- o **Microsoft Business Management Solution Specialist in:**
 - o Microsoft Certified AX 2009 Installation & Configuration Specialist .
 - o Microsoft Certified Integration Specialist .
 - o Microsoft Certified Modifier/VBA Specialist .
 - o Microsoft Certified GP Installation & Configuration Specialist .
 - o Microsoft Certified SOP, POP and Inventory Specialist.
 - o Microsoft GP 9.0 Report Writer Specialist.
 - o Microsoft Certified Business Management Solutions Professional
 - o MCT Microsoft Certified Trainer in Microsoft Dynamics
 - o Microsoft Certified Learning Consultant



Media interviews and articles

- 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 at 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>

Languages	<ul style="list-style-type: none"> ○ Arabic (Mother Language) ○ English (Very good)
Conferences participation	<ol style="list-style-type: none"> 1. Speaker at “Charity Technology Innovation Conference 2018 – Bahrain” MY speech was about "The usages of IoT in Nonprofit organizations". 2. Keynote Speaker at "The best practice in Non-Profit Sector 2016" Riyadh, Saudi Arabia. 3. 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". 4. Speaker at ArabNent - Riyadh 2011 at Ideathon session.
Hobbies:	<ul style="list-style-type: none"> ○ Reading, Swimming, Paragliding, Electric circles, IoT (Arduino & raspberry PI programming).
Nationalities:	<ul style="list-style-type: none"> ○ Syrian, and Sudanese (2nd), DOB: 15/11/1981
Residency:	<ul style="list-style-type: none"> ○ Holding Valid Turkish, Brazilian and Saudi Permit Residence
Publications	<ol style="list-style-type: none"> 1. All you need to get started in PC (In Arabic 1999)Talking about Word, Excel, Power Point, 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).