

## Skill Summary

- ✦ Certified Project Management Professional PMP & Ms. Project 2013 (Practitioner & Trainer)
- ✦ Experience in automate business processes (Certified in ProcessMaker workflow)
- ✦ Guest Speaker / Presenter / in ERP & Management field.
- ✦ 8 years of experience in ERP solutions (Certified in Microsoft Dynamics GP & AX).
- ✦ More than 12 years of experience in web mastering.
- ✦ SQL Server Certified professional "Installing, Configuring & Administering.
- ✦ Holding annually MVP award (Microsoft Most valuable Professional) since 2008.
- ✦ Microsoft certified Business management solution professional.
- ✦ Microsoft Certified Learning Consultant since 2007 and have a presentation skills.

## Areas of Expertise

- ✦ Projects Management (Practitioner & Trainer).
- ✦ Microsoft Dynamics GP implementation, customization and developing.
- ✦ Workflow implementation and business process management.
- ✦ Microsoft Dynamics AX administration (certified in installation & configuration.)
- ✦ Microsoft Project server 2013
- ✦ Database, installing & administrating & Very good skill in reporting design.

## Relevant Experience & Accomplishments

### Programs:

Professional in Microsoft Dynamics GP (Technical track), certified specialist in: supply chain, Report Writer, Modifier/VBA, Installation & configuration Dynamics GP and Integration Manager. Websites Management, CMS, WordPress, Joomla, Linux Server Management, Moodle, Windows 2008 Server & Active Directory managing , Citrix, Crystal Report , Microsoft Data Analyzer ,Mindjet, Adobe Photoshop and Certified in MS Project 2013.

### Programming Language:

**Very good knowledge** in :PHP, ASP, VBA, JavaScript and SQL programming.

### Databases:

MySQL, Microsoft SQL Server2008, Access, SQL Server DTS/Integration Services, Data Analysis Services & SQL Reporting Services.

## Education & Training

I will finish studying **Master of Management in Information Technology (Distance learning) in 2015**, GlobalNxt University /Malaysia.

## Official certified Microsoft Training (last 10 ):

- |  |      |
|--|------|
| ✓ Leadership Development (Turkey)                              | 2013 |
| ✓ BPM ProcessMaker Architect & Development Course (London- UK) | 2012 |
| ✓ Managing Business Processes with ProcessMaker (London- UK)   | 2011 |
| ✓ Art of Project Management (PMP preparation Exam)             | 2011 |
| ✓ Microsoft Dynamics AX Installation & Configuration           | 2010 |
| ✓ Microsoft Dynamics AX Development                            | 2010 |
| ✓ Inventory control in Microsoft Dynamics GP 9.0               | 2007 |
| ✓ Sales Order Processing in Microsoft Dynamics GP 9.0          | 2007 |
| ✓ Purchase Order Processing in Microsoft Dynamics GP 9.0       | 2007 |
| ✓ Report writer in Microsoft Dynamics GP 9.0                   | 2007 |

## Professional experience achievements

Period

### Chief Information Officer, Attanmiyat Holding Co.

06/2013-Present

- ✓ 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.
- ✓ Develop and implement a customer service platform to serve the organization in every aspect.
- ✓ Provide technological guidance within an organization.
- ✓ Identify user needs and resolve problems.
- ✓ Administrating Microsoft Project Server 2013
- ✓ Deliver consultation in Project Management methodologies
- ✓ Developing new reports for the ERP System (AX2009).
- ✓ Create and enhance the policies of ERP system usage

### ERP / Development 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.
- ✓ Assist in Process reengineering.
- ✓ Automation some 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.

### Certified Trainer , Online working

2007 –present

Delivering training sessions for Microsoft Dynamics Great Plains online and for my company customers.

### General Manager, Almonzer.com

2002 –2013

Managing private company of Internet solutions.

### IT manager/Microsoft Dynamics GP Consultant, Almadina Co.

2006 –2007

- ✓ 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.

## **Great Plains Implementer, Annokhbah Co.**

2005 – 2006

- ✓ Implementing Microsoft Great Plains in Al-bushra school.
- ✓ Developed student attendance systems with auto SMS web portal integrated with GP.
- ✓ Developed an employee time attendance system with GP for Hydraulic city customer.
- ✓ Analysis and design of workflows for new business rules .
- ✓ Inventory items coding consulting, workflow automation.
- ✓ MS SQL Database administration and Network design and implementation.
- ✓ Installing windows 2003 server and set users' permissions within active directory.

## **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](http://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](http://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**

- MVP annual award (Microsoft Most Valuable Professional) for years 2008, 2009,2010,2011,2012, 2013 and 2014 .
- Project Management Professional (PMP)
- Certified as ProcessMaker Advanced Architects (Workflow System).
- Certified as ProcessMaker developer
- MCP Microsoft Certified Professional (SQL Server)
- Microsoft Project 2013 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
- Microsoft Certified Learning Consultant



## Media interviews and articles

- Al-Majd Saudi TV, Interview in HayaTech, series 80, 23/4/2008 .[Part1](#) – [Part 2](#)
- 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-Tthawra Syrian newspaper
- AQudes newspaper #13915 <http://web.alquds.com/docs/pdf-docs/2008/5/14/page30.pdf>
- Al-Hayat London newspaper 11/5/2008 <http://international.daralhayat.com/archivearticle/202771>
- Microsoft MVP Website <http://goo.gl/DZJAsC>

### Languages

- Arabic(Mother Language )
- English (**Good**)

### Hobbies

- Reading, Swimming, Parachuting fly, electric circles, technology follow-up

### Nationality

- **Syrian**

### Publications

- **All what's you need to get start in PC** (In Arabic 1999)Talking about Word, Excel, Power Point, and Hardware Maintenance.
- **Microsoft Dynamics GP Installation and configuration** Step By Step. 2008.
- **PMP MindMap:** Summary for the most important PMP exam preparation books using innovative method (2012).