

Consult@MonzerOsama.com

Skill Summary

- ✦ 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 10 years of experience in ERP solutions (Certified in Microsoft Dynamics GP & AX).
- ✦ More than 12 years of experience in web administration.
- ✦ Database administration & Programing (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 a presentation skills.
- ✦ Experience in requirements gathering and business needs.

Areas of Expertise

- ✦ **IT strategic Management**
- ✦ **ERP Consultation**
- ✦ Projects Management (Practitioner & Trainer).
- ✦ Microsoft Dynamics GP, AX implementation, customization and administration.
- ✦ Business Process Management, Automation and Reengineer.
- ✦ Microsoft Project server 2013 / Project online implementation.
- ✦ Database, installing & administration,
- ✦ Business intelligent implementation (Qlik Sense).
- ✦ Systems analyst

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 2013, 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 3.75 (A)

Training (last 10):

- ✓ 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 Installation & Configuration 2010
- ✓ Microsoft Dynamics AX Development 2010
- ✓ Inventory control in Microsoft Dynamics GP 9.0 2007
- ✓ Sales and Purchase Order Processing in Microsoft Dynamics GP 9. 2007
- ✓ Report writer in Microsoft Dynamics GP 9.0 2007

Professional experience achievements

Period

Chief Information Officer, Attanmiyat Holding Co.

06/2013-Present

- ✓ Setting strategies, objectives, and KPIs for the IT department.
- ✓ Direct and organize IT-related projects
- ✓ 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.
- ✓ Identify user needs and resolve problems.
- ✓ Administrating Microsoft Project online
- ✓ Deliver consultation in Project Management methodologies.
- ✓ 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 System

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.

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 (ERP System) 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.

Microsoft Dynamics GP (ERP System) 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 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

- MVP annual award (Microsoft Most Valuable Professional) for years 2008, 2009,2010,2011,2012, 2013, 2014, 2015 and 2016 .
- 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. (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 <http://international.daralhayat.com/archivearticle/202771>
- Microsoft MVP Website <http://goo.gl/DZJAsC>

Languages

- Arabic (Mother Language)
- English (**Very good**)

Conferences participation

1. **Speaker** at ArabNent - Riyadh 2011 at Ideathon session.
2. **Speaker** at 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**".

Hobbies:

- Reading, Swimming, Paragliding, Electric circles (Arduino programming), Iot.

Nationalities:

- **Syrian, and Sudanese (2nd), DOB: 15/11/1981**

Residency:

- **Holding Valid Turkish, Brazilian and Saudi Permit Residence**

Publications

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).