

Monzer Osama Alchikh Warak

IT Consultations Manager | Microsoft MVP, MCP, MCT | PMP



Brazil / Saudi Arabia



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MonzerOsama

AREAS OF EXPERTISE

- **IT strategic Management.**
- **Certified Project Management Professional (PMP)** & Microsoft Project 2013 (Practitioner & Trainer).
- 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 & Programing (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

- [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

SKILLS

ERP

PMP

IoT

Business Intelligence

IT Management

BPM

Microsoft Dynamics AX

Power BI

Dynamics GP

Systems Analysis

Qlik Sense

ProcessMaker

EDUCATION

Master of Science in Management Information Technology

GlobalNxt University, Malaysia GPA: 3.91

LANGUAGES





Arabic







English



PROFESSIONAL EXPERIENCE

- 12/2019**
until Now
- 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**
- 05/2019
6 Yrs
- IT Consultations Manager**
Almasarat Consulting Co.  **Jeddah, Saudi Arabia**
- Setting strategies, objectives, and KPIs for the IT department.
 - Development of IT related Strategy and policies.
 - Systems Administration (Ms. Project online, Workflow, Office 365 Dynamics AX & GP.)
 - 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 (ProcessMaker).
 - Designing and implementing the Business Intelligence solutions (Power BI & Qlik Sense)
 - Assess and anticipate technology projects and recommend appropriate action and resources.
 - Participate in vendor contract negotiations for all new IT stuff.
 - Provide technological guidance within an organization.
 - 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...).
 - 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.
- 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
 - Managing all IT BPM projects.

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.
- 2001**
- 2003
2 Yrs
- 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
- 1999**
- 2003
4 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.

ACCREDITED CERTIFICATES & AWARDS

- Certified in Analyzing and Visualizing Data with Power BI (2019)
- MVP annual award (Microsoft Most Valuable Professional) **for 12 years (2008, to 2020).**
- 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, 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 CarlFrance Radistation 17/4/2008.
- Al-Jazeera TV news stations <http://aljazeera.net/news/archive/archive?Archiveld=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>

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** at IMAN 2018 Conference Kuala Lumpur, Malaysia, Paper name: "**The usages of IoT in Nonprofit organizations**".
2. **Speaker** at "Charity Technology Innovation Conference 2018 – Bahrain" MY speech was about "The usages of IoT in Nonprofit organizations".
3. **Keynote Speaker** at "The best practice in Non-Profit Sector 2016" Riyadh, Saudi Arabia.
4. **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**".
5. **Speaker** at ArabNent - Riyadh 2011 at Ideathon session.

PERSONAL INFORMATION

- **Nationality:** Syrian, and Sudanese (2nd).
- **Date of Birth:** 15/11/1981
- **Work Permit:** Holding Valid Turkish, Brazilian and Saudi Permit Residence.