SYED ARHAM MAHMOOD

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Riyadh, Saudi Arabia

SUMMARY

Experienced ERP Project Manager with over 7 years of experience as a Business Analyst and Implementor. Skilled in identifying requirements, providing cost analysis, and developing implementation timelines. In-depth understanding of project lifecycle and proven track record in testing and quality assurance. Superior communication and interpersonal skills, with the ability to effectively lead cross-functional teams and stakeholders.

STRENGTHS AND EXPERTISE

Odoo ERP	Negotiation Skills	Team Leadership
Project Management	Client Relationship Management	Communication
Python Programing	Linux Server Setup	Microsoft Visio
ERP Implementation	Time management	Power BI
Microsoft Office 365	Risk management	Business Development

PROFESSIONAL EXPERIENCE

Solution Founder   **September 2020- Present**
ERP Project Manager

Key Responsibilities

- Lead and manage all aspects of ERP implementation projects, including planning, budgeting, resource allocation, and timeline management.
- Collaborate with cross-functional teams to define project scope, objectives, and deliverables.
- Develop and maintain project plans, including detailed work breakdown structures, task dependencies, and critical path analysis.
- Monitor project progress and ensure adherence to project milestones and deadlines.
- Identify potential risks and develop mitigation strategies to minimize project disruptions.
- Coordinate with stakeholders to gather requirements, conduct gap analysis, and define business processes for ERP system integration.
- Facilitate communication between technical teams, end-users, vendors, and executive management to ensure alignment of project goals.
- Manage vendor relationships and negotiate contracts for software licensing, maintenance agreements, and professional services.
- Conduct regular status meetings with project team members to provide updates on project progress and address any issues or concerns.
- Ensure successful user acceptance testing (UAT) by coordinating test plans, test scripts development, execution, defect tracking/resolution processes.
- Provide training sessions for end-users on new system functionalities and processes post-implementation.
- Prepare comprehensive project documentation such as project charters, risk registers, change control logs, lessons learned reports etc.
- Continuously evaluate the effectiveness of implemented ERP systems through post-implementation reviews and user feedback analysis.
- Stay updated with industry trends in ERP systems and technologies to recommend improvements or enhancements for existing systems

Integrated Technology Software Solutions   **January 2018- August 2020**
ERP Project Manager

Key Responsibilities

- Interact with Teams of Developers. Maintaining Project timeline.
- Project Management: Successfully manage end-to-end implementation of ERP projects, ensuring adherence to project timelines, budgets, and quality standards.
- Requirement Gathering: Collaborate with stakeholders to understand their business needs and translate them into functional requirements for the Odoo ERP system.
- Odoo Development: Customize and develop new modules, workflows, reports, and dashboards in Odoo to meet specific business requirements.
- System Configuration: Configure the Odoo system based on the gathered requirements, including setting up user roles, access rights, workflows, and automation rules.
- Data Migration: Plan and execute data migration activities from legacy systems to Odoo, ensuring data integrity and accuracy throughout the process.
- Testing and Quality Assurance: Conduct thorough testing of the implemented modules and functionalities to identify any bugs or issues before go-live.
- User Training and Support: Provide comprehensive training sessions to end-users on how to effectively use the Odoo system, as well as ongoing support for any system-related queries or issues.
- Server Deployment on Ubuntu: Install and configure the Odoo server on the Ubuntu operating system, ensuring optimal performance and security.
- System Integration: Collaborate with other teams or third-party vendors to integrate the Odoo system with other applications or systems used within the organization.
- Documentation: Create detailed technical documentation including functional specifications, user manuals, deployment guides, and change management plan

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MHR   **May 2017 - December 2018**
IT Administrator

Key Responsibilities

- System Analysis: Conducting thorough analysis of existing systems and identifying areas for improvement or enhancement.
- Project Development and Presentation: Collaborating with cross-functional teams to develop and present project proposals, including timelines, budgets, and resource requirements.
- Interact with Teams of Developers: Working closely with development teams to ensure smooth implementation of projects and resolving any technical issues that may arise.
- Network Connectivity: Managing network connectivity by configuring routers, switches, firewalls, and other network devices to ensure seamless communication within the organization.
- Network Printing: Setting up and managing network printing services, including printer configuration, troubleshooting printing issues, and ensuring efficient print management.
- Managing Windows Server: Administering Windows Server environments by installing, configuring, and maintaining server software and hardware components.
- Managing System Performance: Monitoring system performance using various tools and techniques to identify bottlenecks or performance issues and implementing necessary optimizations.
- Setup Security Policies for Users: Establishing security policies for user accounts, access controls, password management, data encryption, and other security measures to protect sensitive information.
- Managing and Maintaining File Server: Overseeing the setup, configuration, maintenance, and backup of file servers to ensure data availability and integrity.
- Office Management: Assisting in office management tasks related to IT infrastructure such as inventory management of hardware/software assets, coordinating equipment repairs or replacements, managing software licenses, etc.

Sapphire Retail limited
IT Specialist

September 2016 - April 2017

Key Responsibilities

- Providing administrative support to the Stores.
- Hardware and software configuration,
- Monitors network performance,
- Performs routine network startup and shutdown,
- Install and configure commercial applications and software/hardware enhancements,
- Manage the installation of software and hardware, system fixes, updates, and enhancements,
- Assist users on Microsoft office suite,
- Troubleshoot internal and offsite email issues.

Glare ERP Solution
Functional Assistant

April 2015 - September 2016

Key Responsibilities

- Daily administrative tasks of an ERP system, Including installing, configuring, upgrading Implementation, and maintaining fixing issues
- Training. ERP Functional Support.
- Help with the configuration of the software, with the go-live and give end Analyze customers' needs and business processes.
- Negotiate the required resources Follow and check the development part

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Transdata
Customer Support Specialist

September 2011 - August 2011

Key Responsibilities

- Respond to customer queries in a timely and accurate way, via phone, email, or chat,
- Identify customer needs and help customers use specific features, Update our internal databases with information about technical issues and useful discussions with customers,
- Monitor customer complaints on social media and reach out to provide assistance,
- Share feature requests and effective workarounds with team members,
- Inform customers about new features and functionalities.

EDUCATION

- **UK Level 7 Diploma in Project Management**
  OTHM

  July 2023

- **Bachelor's in Business Administration**
  University Of Lahore

  September 2016

- **Intermediate in Commerce**
  Al Syed College Of Commerce

  August 2011

- **Matric In Science**
  Unique School

  July 2009

CERTIFICATIONS

- **Odoo 14 Functional Certification**
  Odoo

  January 2022

- **Project Management Professional (PMP)**
  Project Management Institute

  November 2021