

SAEED SALIM

ERP CONSULTANT

ADDRESS

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OBJECTIVE

To ensure effective user adoption and satisfaction by offering first-rate customer support and training and to keep up with the most recent developments in ERP solutions in order to consistently enhance my technical expertise.

SKILLS

Data Analytics

Hana and SQL Database Management

Data Visualization using crystal reports

Customization of SAP interfaces

Excellent Communication Skills
SQL and Hana query writing and optimization

LANGUAGES

English

Arabic

Swahili

EXPERIENCE

JAN 2023-CURRENT

ERP Consultant | Techbiz Infotech | Nairobi ,Kenya

Support partner companies by designing custom user interfaces, defining fields and tables, and establishing workflows. I set controls and procedures to optimize SAP B1 systems and assist in pre-sales by creating proof of concept demos for clients. Additionally, I develop and customize reports using Crystal Reports and write SQL queries for customizable reports to meet specific client needs. Involved in field work activities at client's workplaces to assist the clients in installation, configuration and use of the SAP system. Importing clients' data using DTW (Data Transfer Workbench) into SAP Business One System especially from excel sheets and .txt files.

OCT 2022 - DEC 2022

Junior Software Developer | Ashmif Limited | Mombasa Kenya

My role involved designing and implementing the system's architecture, developing user-friendly interfaces, and ensuring seamless database integration. I successfully developed a simple Mini Market Management System using C# with the .NET Framework and SQL. This system streamlined various market operations, enhancing efficiency and accuracy in inventory management and sales tracking.

EDUCATION

Ongoing - SAP B1 Certification

2019-2023 - BSc Computer Science University of Eldoret 2nd Class Honors

2015-2018 - Highschool Certification - Sheikh Kahlifa Bin Zayed Al Nahyan Secondary School B+

PROJECTS

Project Lead

Project Lead

As a Project Lead, I have been responsible for overseeing and providing ongoing support for several companies:

- **Valley Confectionery Limited:** I support the bread production and sale processes, and train incoming users for various departments such as logistics and finance.

HOBBIES

Programming

Reading

Travelling

REFERENCES

Athman Ali
Head ERP Consultant
Techbiz Infotech
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- **Buds & Bloom, Dale Flora, Bliss Flora:** I support system users, train them on new features, and create various reports ranging from Crystal Reports to customized queries.
- **Europa Pharmaceuticals:** I support users, build customized reports, and perform audits to ensure system integrity.
- **Multitools:** As the project lead, I ensure the smooth running of the system, conduct user training, and provide technical support for any issues that arise.

Zoho Desk Administrator

I manage our company's ticketing system and customer portal, ensuring efficient handling of client tickets. I oversee the entire ticket lifecycle from creation to resolution, implementing best practices to enhance customer support. My responsibilities include configuring the Zoho Desk system, training staff on its use, and continuously monitoring performance to improve response times and service quality. This role is crucial in maintaining high levels of customer satisfaction and streamlining our support processes.