Samer Baskhayroun

Dear

You will see from my resume that I am a Software Engineer with a number of significant achievements in the Data and System Analysis area. Also, in MS NAV/Business Centre Implementation

As an experienced data analyst with more than 15 years of experience analyzing and interpreting high volumes of complex data, I am confident that I would significantly contribute to the objectives of Ion Industries as your next Data Analyst.

My career accomplishments demonstrate comprehensive expertise in managing database programs, extracting, and evaluating sophisticated data, and translating results into understandable terms to inform strategic business planning and facilitate improved operations. Additionally, my superior communication and time management skills allow me to excel in driving project life cycles and ensuring optimal data quality and integrity.

Consider the following highlights of my qualifications:

- Applying expertise in analysing and managing large-scale database applications and generating strategic reports and data analyses to propel business success.
- Driving a wide variety of projects—including system installations, documentation updates, software tools, and procedural improvements—throughout all phases of life cycles, from launch through execution.
- Providing essential consultative support and building key relationships through effective interpersonal, organizational, and leadership abilities.
- Achieving proficiency across a broad range of software programs and technical tools.

In addition to that I have **ITIL Foundation Certificate in IT Service Management** & **internal Quality Auditor Certificate** and a Business centre 365 Certified

I also possess a number of other key skills/areas of expertise, that should be of particular interest to you, some of which I have indexed on the front page of my Resume. I am now looking forward to continuing to make a significant contribution to your department.

I would welcome the opportunity to discuss my CV further and am available for an interview at your convenience.

Yours sincerely
Samer Baskhayroun

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OBJECTIVE

Looking for a new and challenging position in the business / information Technology field, one that will make best use of existing skills and experience whilst enabling further personal and professional development.

EDUCATION AND QUALIFICATIONS

BSc in Aerospace engineering from Cairo university aerospace department GPA: 76 %
Graduation project: *software simulation for satellite track*

Related Courses   Mathematics, Mechanical Systems, Project management, Operations Research, Problem solving technique

KEY TECHNICAL SKILLS

- Visual Pascal, Embedded C, C++, Linux, SQL, PL/SQL, Forms and Report Oracle developer, MS Access, MS Excel, PowerPoint, Word , Outlook

CAREER SUMMARY

Sep. 2023 Till Now   **Velosio Microsoft Partner**
                                      Client Success Support Engineer
Key responsibilities

- Provide accurate and timely follow-up, escalation (if necessary), and resolution to technical support issues during implementation, setup, normal operations, and complex or mission critical system down situations to maintain and increase client satisfaction.
- Performs all procedures completely and accurately. This includes following documented problem diagnosis and troubleshooting procedures, documenting, and coding incidents properly, and providing customers with proper documentation (i.e., case number, referral information, etc.).
- Provide timely updates to Call tracking System by logging support incidents, telephone calls, and other communications accurately.
- Sets appropriate expectations with Customers and Partners on every case and follows through to meet those expectations.
- Participate in continuing education opportunities to extend product knowledge via online training, etc.
- Proactively promote client education opportunities including Aspire and other customer events and webinars.
- Assist in supporting Velosio internal ERP systems as requested.
- Use internal systems and processes to maintain client relations and business operations.
- Document services rendered using Velosio time and expense billing system.

Jan. 2022 Aug. 2022   **Stoneridge Software**
                                 Senior Consultant (Subcontractor -Part time)

Key responsibilities

- Work directly with our clients as business analysts and technical experts.
- Provide hands-on configuration and support of Dynamics 365 Business Central/Dynamics NAV to fit with the client's system requirements and business objectives.
- Striving to delight clients, and seeks out ways to continuously improve their product knowledge and consulting skills
- Analyse and support Functional/Technical issue.
- Jet Report Developer and Trainer
- Work closely with the architecture team to design and develop our most complex customer needs, providing development only where these requirements cannot be met through configuration.
- Deliver training needs to the team and coach junior staff members.
- Meet and exceed customer expectations of business knowledge, skills, and behaviour.

Sep. 2018 Feb. 2023   **Worldwide Sires**
                                 Programmer and Business Analyst

Key responsibilities

- Ensure timely development and ongoing maintenance of MS NAV system completely.
- Implement Dynamics NAV BC365
- Implement and Develop BI reports Using JET Reports
- Create Bi Dashboard Report using Power BI and JET Report
- Extract data, report creation and analyse system using Excel and Power Query.
- Implement MS NAV process to increase efficiencies.
- Perform as liaison between functional teams, IT Application Support, IT Development and DBA teams on system issues, enhancements, and projects.
- Report writing and query creation in relation to MS NAV source system data.
- Research, document and resolve technical issues relating to MS NAV
- Evaluate new MS NAV functionality and suggest system enhancements to achieve optimum system performance and to streamline processes.
- Develop detailed documentation for MS ANV enhancements and business cases assisting enhancement requests.
- Prepare process and user training documentation for MS NAV system implementation.
- Interact with MS NAV Support on issues requiring technical assistance.
- Assist in coordination of MS ANAV Financials testing and release processes.
- Provide ad hoc training on MS NAV functionality as requested by business owners.

- Ensure system issues are resolved on time and efficiently to meet Accounting and Finance team's deadlines.
- Responsible for the development, implementation, configuration, maintenance, and performance of critical database systems, to ensure the availability and consistent performance of our corporate applications.
- Develop and maintain procedures, systems, user interfaces and documentation governing the Sire summary process, including manual and automated systems.
- Manage databases through multiple product life cycle environments, from development to mission-critical production systems.
- Configure and maintain database servers and processes, including monitoring of system health and performance, to ensure high levels of performance, availability, and security.
- Apply data modelling techniques to ensure development and implementation support efforts meet integration and performance expectations.
- Independently analyse, solve, and correct issues in real time, providing problem resolution end-to-end
- Assist developers with complex query tuning and schema refinement.
- Provide 24x7 support for critical production systems.
- Gather specifications and business requirements for data queries and reporting needs.
- Assist in analysing data, refining existing reports and developing new ones to suit the business needs.

Aug 2017 Till Aug 2018   **Guardian Safety and Supply**
                                     Supply Chain and Data Analyst

Key responsibilities

- Gathers data and conducts analysis with the goal of improving the organization's operations.
- Work with procurement and business partners to assess their business needs and contribute meaningfully to the development of procurement and category management strategies.
- Populate and maintain complex database and apply analytical tools, techniques, and systems to analyse and interpret a wide range of supplier and organisational information and options to support procurement planning and decision making
- Identifies under-performing areas in the supply chain and may suggest improvements or resolutions to problems.
- Actively involved in implemented EDI and integrate it with the ERP.
- Ensures the performance of a supply chain from order to shipment to billing and customer service.
- Assist in the negotiation of supplier contracts or service arrangements.
- Track inventory and orders as well as forecast future supply needs.

- Procures materials for shipment of the product. This includes identifying and ordering the proper quantity and overseeing the timely delivery of materials needed to fulfil customer orders
- Develop and provide reports using MS Access and Excel Data analysis toll to support effective management of supplier performance and to track and report on benefits delivered

- Conduct Data analysis using Excel by Crystal reports with Pivot table and VLOOKUP
- Integrate ERP with Access DB   to create Data analysis using Access Query and Reports
- Generate and design reports using SQL and report generation tool that help to analyse the supply chain data

Dec 2015 till Jan 2017   Bi Technologies – Microsoft Partner
**   Customer Support Manager**

<u>**Key responsibilities**</u>

- Ensure smooth every day running of the core team. including the Task assignment, workload balance
- Implement Microsoft CRM as a ticket system for the Support team
- Responsible to analyse the Tickets and the team performance
- Ensuring that SLAs are met and that quality targets are reached and maintained
- Prioritizing actions and monitoring team resource so that customer deadlines are met
- To conduct A-performance appraisals for the team
- Identifying weaknesses and offering coaching and mentoring in areas that require it
- Ensure that excellent performance is acknowledged and Reasons for success are shared among the team to the benefit of all
- To communicate and be the focal point for the dissemination of information from management to the team and vice versa
- Conduct quality control checks and audit work if necessary
- Create KPI to the support Department
- Troubleshoot areas of poor performance and identify effective solutions to resolve issues by review the customer satisfaction Results

Feb 2006 Nov 2015   Oracle Egypt
**   Senior Support Engineer**

<u>**Key responsibilities**</u>

Proactive Activities

These are activities cantered around improving the service we deliver to our customers and are not necessarily directly related to customer enquiries. These include:

- Act as technical lead when in communication with external customer and third-party vendors and managers
- proactive in identifying customer needs and facilitates Engagement of internal resources to ensure customer success
- perform system administration and maintenance on support workstation
- Working towards, adopting and contributing to new processes and tools (Oracle Web Conferencing, diagnostic methodology, health checks, scripting tools, etc)

- Contributing to Knowledge Management content creation and maintenance
- Participating in Root Cause/Corrective Action defined within the product area to further enhance the customer experience and improve the Oracle product
- Working with development on product improvement programs (testing, SRP, BETA programs etc) as required
- Maintain an up-to-date and in-depth knowledge of new products released in the market for the given product area
- Conduct Technical interviews for potential candidates
- Provide training by writing and/or delivering Brown bags and technical courses

Reactive Activities

These cover our customer response activities and include:

- Managing and resolving Service Requests logged by customers (internal and external) on Oracle products and contribute to proactive support activities according to product support strategy and model
- Owning and resolving problems and managing customer expectations throughout the Service Request lifecycle in accordance with global standards
- Reducing escalations
- Respond and resolve customer issues within Key Performance Indicator targets
- Operate in line with Bug Diagnosis and Escalation/Development Bug guidelines in resolution of Bug related Service Requests.
- Engage with development as appropriate to review customer Bug priorities

1-Suppot the Following Module
Oracle Enterprise Asset Management, Oracle Work in Process, Oracle Quality , Oracle Flow Manufacturing ,Oracle Project Manufacturing , Oracle Cost Management , Oracle Operations Intelligence , Supply Chain Intelligence , Materials Requirement Planning , Advanced Supply Chain Planning , Demand Planning , Global Order Promising , Configure to Order , Oracle Service Parts Planning , Oracle command centre

August 2002–Feb 2006   **Aerospace Research Centre**
Software Engineer
Key responsibilities

- Responsible for the implementation of IMAN (Information management system with PDM integration)
- Actively involved in integration Iman with ERP system
- Tasked with auditing software quality control
- Developing the software workflow for software department
- Lead a team to build the computer network

Oct 1999-Aug 2002   **ALPHA information system**
System analyst
Key responsibilities

- Responsible for preparing and represent presentation for the manufacture and

planning module
- Specifically, responsible for the enhancement and reviewing the manufacture and planning documentation
- Developing and add new function in the Planning module
- Responsible for the testing of the planning and manufacture modules

Implemented ALPHA ERP (Manufacture and planning) in the following projects

- PHARMA company for rubber and plastic manufacturing
- FINE factory for papers
- BORG EL ARAB factory for oil food
- SWEET FOOD Factory for food industrial

Projects

Microsoft Dynamics NAV. 2018 Implementation
Associated with World Wide Sires.

- 1-Responsible for Implementing and customized Microsoft Dynamics NAV.
  Modules : Sales , Inventory , Purchasing , Financial
  2-Customize pages , reports , views
  3-Design new views ,reports
- Write SQL script to retrieve and Mange the data

Microsoft NAV. 2018 Data Migration
Associated with World Wide Sires.

1. Identify the data format, location, and sensitivity
   2. Planning for the size and scope of the project
   3. Backup all data
   4. Assess staff and migration tool
   5. Execution of the data migration plan
   6. Testing of final system
   7. Follow-up and maintenance of data migration
2. Extract data from other system Using SQL

Enhance Supply chain management cycle
Associated with Guardian Safety and Supply

1. Continually monitoring inventory levels and create an automated purchasing process using Excel report dashboard
2. Improve Inventory levels by applying ABC analysis Continually monitoring inventory levels and create an automated purchasing process using Excel report dashboard
3. Monitor Vendor Performance by creating a vendor dashboard reports 3-Improve Inventory levels by applying ABC analysis
4. Monitor Vendor Performance by creating a vendor dashboard reports

Convert Business Centre 365 Reports to Jet Reports
Associated with Koppers

1. Work with the System Transformation, Data Planning and Finance teams to review, assess, design, and develop new reports in line with business needs.
2. Contribute to the development, maintenance, and support of JET Data Manager / Data Warehouse.
3. Make recommendations for how best to use JET Reports
4. Develop an understanding of the core business data and how it is used within the business

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TECHNICALTRAINING

16/7/1998 – 17/9/1998	Programming with C & C++ in IBM
14/8/2002 – 26/1-2003	Information technologies training in HONG DU for-aviation industry institute –CHINA covers the following

- WINDOWS 2000 (operations and security)
- UNIX HP 11i (operations and security)
- Oracle 8i data base administrator
- IMAN software for information management system
- UNIGRAPHICS software for mechanical design
- NASTRAN software for structure analysis

16/6/2003 -18/6/2003	internal quality auditing training in the ARC
19/6/2005 – 23/6/2005	Advanced course in SQL &PLSQL and DBA 10G in Arabic institute for advanced technology (30 hours)
3/7/2005 – 21/7/2005	advanced course in Oracle developer 6i Form builder in Arabic institute for advanced technology (60 hours)
31/7/2005 – 4/8/2005	advanced course in Oracle developer reports builder in Arabic institute for advanced technology (30 hours)
9/5/2006 – 12/5/2006	Manufacture foundation functional course in Oracle Finland
6/5/2007 - 10/5/2007	11i Oracle system administrator Fundamentals
9/11/2008 – 13/11/2008	Oracle Application Server 10g R2: Administration I Ed 2
12/1/2010 - 12/21/2010	advanced training in MS Access and Data analysis using Excel

SOFTSKILLS TRAINING

28/10/2007 -30/10/2007	7 Habits of highly effective people
14/5/2007 – 4/7/2007	Business writing Course in the British Council
27/4/2010- 27/4/2010	Self Management Matters Course
10/1/2011 – 11/1/2011	Time Management course

CERTIFICATIONS

- Microsoft Certified: Dynamic 365 Fundamentals (ERP)
- internal quality Auditor Certificate
- ITIL Foundation Certificate in IT Service Management

Skills profiles

- **Communication**

Excellent communication skills developed from working in big enterprises and in addition able to work remotely

- **Teamwork**

Able to work in a team as during my career I got experience of working in many different teams and roles within teams. Adapted and integrated successfully to different culture as I have been abroad in CHINA and AUE where I lead the group responsible for network and installation and software