

# MOHAMMED MAZHER AHMED

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[Address: Riyadh, KSA] Driving License: Saudi Arabia| Visa: Valid Iqama (Transferrable)

## SUMMARY

**Dedicated ERP Consultant** with over 8 years of experience delivering end-to-end ERP solutions that transform business operations and enhance efficiency. Expertise in designing, implementing, and optimising ERP systems to drive business transformation and operational efficiency. Skilled in streamlining core processes across Sales and Distribution (SD), Supply Chain Management (SCM), Project Management, Production, and Finance through comprehensive requirement analysis, gap analysis, and user acceptance testing (UAT).

## EDUCATION

**Bachelor of Technology in Electrical and Electronics Engineering** | JNTU Hyderabad | 2011 – 2015

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## WORK EXPERIENCE

**Senior ERP Consultant | Pre-Sales Consultant**

*/ Saudi Information Technology Network / March 2024 - Present / Riyadh, KSA*

- Defined and executed tailored implementation plans in collaboration with clients, ensuring alignment with project timelines and achieving measurable results.
- Managed the full implementation lifecycle, including activation, data migration, permissions setup, and rigorous UAT, culminating in seamless go-live phases.
- Collaborate with the customisation team to design and implement tailored solutions that meet the client's requirements.
- Partnered with sales teams during the presales phase to understand client requirements, design tailored ERP solutions, and deliver impactful product demonstrations.
- Delivered technical training to sales teams, enhancing their ability to present ERP features and value propositions confidently to prospects.
- Build and maintain relationships with key decision-makers during the sales cycle.
- Assist in preparing detailed proposals and cost estimates, highlighting the ROI and value of the ERP system.
- Partner with implementation and development teams to ensure the feasibility of proposed solutions.
- Provide feedback to product management teams regarding customer needs and market demands.
- Support the sales team in achieving targets by highlighting technical strengths during client meetings.

**ERP Implementation Consultant**

*/ Focus Softnet / July 2021 - Feb 2024 / Hyderabad, India*

- Developed and delivered comprehensive documentation, including onboarding milestones and progress reports, to align client and internal team expectations.
- Provided tailored training sessions, ensuring client teams could effectively apply ERP functionalities to their operations.
- Led the full client-facing implementation lifecycle, from activation and data migration to training delivery and permissions setup, ensuring a smooth and efficient go-live phase.
- Conducted rigorous system testing to validate ERP configurations, ensuring compliance with client-specific requirements and operational readiness.
- Guided clients in optimizing the use of ERP software tools, aligning system capabilities with their operational goals to enhance efficiency and productivity.
- Proactively addressed client inquiries, serving as the primary escalation point for resolving complex concerns and ensuring client satisfaction.

- Utilized Project Activity tools to track client interactions, identify action items, and streamline communication workflows, resulting in a 20% improvement in response times.
- Designed interactive training materials that facilitated the effective application of ERP concepts in real-world scenarios, achieving a 95% satisfaction rate in post-training evaluations.

### **ERP Implementation | Support Consultant**

*/ Wings Infonet / Feb 2017 - July 2021 / Hyderabad, India*

- Drafted comprehensive ERP functional requirements to outline key business processes, ensuring clarity and alignment with organizational goals.
- Prepared detailed Software Requirement Specifications (SRS), Business Requirement Documents (BRD), and Change Requests (CRs) through meticulous analysis of client needs and feedback.
- Led gap analysis and User Acceptance Testing (UAT) to identify discrepancies and align ERP solutions with client objectives, achieving a 95% user approval rate pre-go-live.
- Managed end-to-end ERP product and module implementation, integrating solutions seamlessly into client operations to enhance system performance.
- Designed and delivered tailored ERP training programs, empowering over 200 users with essential knowledge for effective system utilization.
- Supervised the Development, Build, and Test (DBT) phases, ensuring ERP systems met readiness standards within project timelines.

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### **LANGUAGES AND SKILLS**

- Languages: English (native or advanced proficiency)
  - **Skills:**  
Business Process, ERP Implementation, Pre-Sales, CRM, Project Management, UAT, Documentation and Reporting  
ERP Training & Support, MS Excel, Requirement Gathering and Gap Analysis, HCM, SQL (Basics), Odoo ERP.
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