Ahmed Abdelfattah Mahmoud

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Professional Summary

I am an accomplished IT-Finance digital transformation consultant with more than 10 years of experience in Dynamics AX across Africa, Europe, and the GCC delivering exceptional value to customers through seamless integration of digital technology into various business areas. I have worked on diverse projects in different sectors such as Telecom, Trading, financial services, manufacturing, and retail.

In addition to my experience in finance, SCM, project accounting, Retail, and essential HR, I specialize in the following areas:

ERP implementation, upgrade, and roll-out, optimizing business processes and enhancing the overall customer experience.
Finance and Business analysis, including business process improvement, to maximize efficiency and profitability.
System configuration, support, and data management, well-versed in managing system integrations and migrations to ensure data integrity and accuracy as well as to ensure effective system performance and timely delivery.

Work History

01/2020 - Current
Dynamics 365 Finance Support Manager
IHS Towers, **Dubai**, **United Arab Emirates**

- Perform day-to-day support activities on D365F&O, which involves response to SysAid tickets, this could entail solving problems, providing training, offering advice, and debugging issues
- Manage Facilitate and verify all D365 support incidents through the organization's ticketing system (SysAid)
- The scope of support encompasses specific D365 modules such as Finance, Supply Chain, HR, Expense management, and Fixed Assets
- Adhere to security policies and access controls to protect sensitive data within Dynamics 365
- Always ensure implementation of best practices and compliance with Sox requirements
- Further from time-to-time pilot SOX & audit discovery sessions provide screenshots, answer queries, and conduct workshops for both internal and external audits
- Validate D365 change requests proposed by businesses to accommodate IPO requirements
- Work with the Sarbanes-Oxley Act (SOX) committee to address system compliance challenges
- Stay up to date with the latest features, updates, and trends in Dynamics 365
- Proactively recommend adoptions of new D365 features and functionalities
- Collaborate with the process management team and business users to understand the actual business requirements, configure changes, prepare documentation, assist, and test customizations (if any) within D365
- Conduct and resolve issues identified during the UAT phase for smooth rollout in Prod
- Prepare FDD (Functional Design Documents) for any customization, such as report modification, or adding a new field in the form
- Lead projects, and manage deadlines and deliverables while interacting with different business departments and technical teams to oversee, recommend, plan, and execute integration and critical projects to meet IHS key business objectives
- Create and maintain comprehensive documentation, including functional documentation, user manuals, and project reports
- Train end-users on how to use the D365 system effectively
- Create training materials and documentation
- Perform rigorous testing of the D365 solution to identify and resolve any issues

- Ensure that the system meets quality and performance standards
- Ensure smooth update of D365 environment versions, by testing key customization in a timely manner
- Develop and maintain strong working relationships with key stakeholders/users at all levels to understand their business drivers and work with the systems analyst to understand requirements

09/2018 - 12/2019
Senior Dynamics 365 Functional Consultant
Business Minds, **Dubai, United Arab Emirates**

- Implementing Microsoft Dynamics AX ERP system (Finance – Trade & Logistics-Retail)
- Participate in client business process, fit/gap analysis sessions, and requirements gathering sessions as required to meet project deliverables
- Planning and scheduling project phases
- Training the users on how to use Microsoft Dynamics AX according to their business needs
- Creating help manuals for the users to help them use the application
- Testing customized solutions as to conduct UAT (User Acceptance Testing)
- Work with developers/technical consultants to ensure technical deliverables meet client requirements and coordinate on-time completion of dependent tasks
- Go Live Support

Key Projects:
- ➢ **Mercedes-Benz Regional Logistics Center** (Dubai) – Led AX 2012 implementation for Finance & Supply Chain.
- ➢ **Qatar Red Crescent** (Doha) – Managed end-to-end D365 implementation.
- ➢ **Repton School** (Dubai) – Enhanced Finance & Supply Chain functionality in AX2012.

02/2018 - 08/2018
Senior Dynamics 365 Functional Consultant
Singleclic, **Egypt / UAE**

- Implemented Microsoft Dynamics 365 for Finance & Supply Chain across enterprises.
- Provided post-go-live support, testing, and troubleshooting.

Key Projects:
- ➢ **Emirates Investment Authority** (Abu Dhabi) – Full D365 implementation.
- ➢ **SNC** (Saudi Arabia) – Provided functional support for AX2012.

11/2016 - 01/2018
Senior Business Analyst
KPMG Crimsonwing, **Malta**

- Working on DfM solution add-on
- Working with Agile Implementation methodology
- Manage user stories and bugs on VSTS
- Providing support to Microsoft Dynamics AX key users
- Create training materials and deliver training to the client project team and end users as required
- Initiate communication channels for key users to ensure that everyone working with the solution understands for whom the solution is created and their needs
- Securing service readiness, diagnosis, and troubleshooting
- Secure the customer and/or end user's business objectives
- Propose changes that make the software product more efficient

Achievements:

- Dynamics for Memberships (DfM) Company product consultant, in charge of the implementation of this product in the customer YMCA (42 Legal Entities). Microsoft Dynamics Solutions Implementation Microsoft Dynamics 365 and its related technologies.
- Dynamics for Membership (DfM) is an IT solution for organizations that have members, subscribers, contract holders, and other types of memberships. DfM works with the intelligent cloud solution and Microsoft Dynamics 365.
- Execute tasks of design, definition, model, configuration, and deployment in Dynamics 365 Enterprise.

Key Projects:
- **YMCA Canada-** New implementation for DfM solution.

04/2015 - 10/2016
Senior Functional Consultant
Saudi Ready-mix, **Saudi Arabia**

- I was hired as an outsourcing consultant during my employment at Right Group, responsible for providing functional consulting services and support to Saudi Ready-Mix on Dynamics AX system and maintenance-related projects
- Work with developers/technical consultants to ensure technical deliverables meet client requirements and coordinate on-time completion of dependent tasks
- Communicate with the project manager on the status of assigned tasks and project issues
- Execute functional and integration testing
- Participate in detailed functional specifications for system configuration, reports, and customizations to meet client requirements
- Working on Ready-Mix solution add-on
- Create training materials and deliver training to the client project team and end users as required
- Participate in client business process, fit/gap analysis sessions, and requirements gathering sessions as required to meet project deliverables

01/2013 - 10/2016
Senior Functional Consultant
Right Group, **Saudi Arabia**

- Perform detailed analysis of customer business processes and requirements
- Determine the "degree of fit" between the Customer's business requirements and existing systems
- Working on full life-cycle implementations of Dynamics AX solutions
- Document business requirements for implementation
- Functional requirement gathering and documentation 'FRD'
- Travelling to client sites whenever needed
- Post-live training and support
- Quality Assurance and Testing
- Ability to map and configure client's business requirements into Dynamics AX

11/2010 - 12/2012
Functional Consultant
Right Group, **Egypt**

- Present documentation and application design to the customer
- Performing Key/End-user training sessions
- Configuring system setup and parameters
- Preparing & verifying customer data (Master files / Transactions)
- Uploading data to the system
- Documenting all project phases (FRD, FDD, Test Scripts, ETC...)
- Go live support
- Reporting all activities & tasks to Team Leader

Key Projects:

- ➢ **Al Drees for Industry & Mining- Saudi Arabia:** New implementation for Microsoft Dynamics AX 2012
- ➢ **Al Saghir Trading- Construction Co. - Saudi Arabia:** New implementation for Microsoft Dynamics AX2012
- ➢ **Thimar Al-Jazirah for Medical & Pharmaceutical Supplies Saudi Arabia:** New implementation for Microsoft Dynamics AX 2012
- ➢ **SANA for Electronic and Telephone supplies - Saudi Arabia:** New implementation for Microsoft Dynamics AX 2012
- ➢ **Wared Logistics - Saudi Arabia:** Upgrade project from Microsoft Dynamics AX 2009 to Microsoft Dynamics AX 2012
- ➢ **Asmael Construction - Saudi Arabia:** New implementation for Microsoft Dynamics AX 2012
- ➢ **El Sewedy Electric Egypt (SEDCO):** New implementation for Microsoft Dynamics AX 2012
- ➢ **Five Stars (Manufacturing) – Egypt:** New implementation for Microsoft Dynamics AX 2009.
- ➢ **Jovi Tronix (Trading& Distribution)- Egypt:** New implementation for Microsoft Dynamics AX 2009.

08/2007 - 12/2007
Summer Internship
NOKIA SIEMENS Networks, **Egypt**

Skills		
	Microsoft Dynamics 365 F&O, AX 2012, AX 2009	Data Migration & Integration
	Resource allocation	Troubleshooting expertise
	Project coordination	Data management
	ERP System Implementation	Technical support provision
	Business Process Automation	Business process mapping
	Quality Assurance & Testing	Implementation strategy development

Education	
2010	**Bachelor of Commerce & Accounting**, *Ain Shams University*, Egypt

Certifications

- Microsoft Specialist: Microsoft Dynamics 365: Core Finance and Operations
- Microsoft Dynamics 365 Financials
- Microsoft Certified Dynamics AX 2012 Financials
- Microsoft Certified Dynamics AX 2012 Trade and Logistics

Personal Details

Date of Birth: 23/02/1989   **Nationality:** Egyptian
Marital Status: Married

Languages

Arabic: Native   English