Mahmoud Mostafa Elfrrash

IT Manager, ERP Expert, Software Engineer

✉ Mahmoud.alfrash@gmail.com
✉ admin@mahmoudelfrrash.site
in [LinkedIn](#)
📱 (+966) 507553255
Riyadh, Saudi Arabia

Personal Information's

Marital status: Single   **Nationality:** Egyptian   **Date of birth:** 21/10/1988

Objective

To acquire a proper work in the field of Information Technology, and to obtain a challenging job wherein my skills can be fully Utilized.

Education

Bachelor of Accounting   *(09/2005 - 04/2009)*

Faculty of Commerce Tanta university   **(Good)**

Skills

TECHNICAL SKILLS

- Operating Systems (Windows - Mac)
- Cloud Computing (Azure - AWS - Google)
- Power BI Business Intelligence development
- ERP Administration (Microsoft Nav2017 - Odoo)

- MS Office (Excel - Word - etc.) (Expert)
- Software, Hardware and Network troubleshooting
- Problem Solving, Network Engineer

MANAGERIAL AND SOFT SKILLS

- Effective Presentations.

- Leader / Responsible / Member character.

LANGUAGES SKILLS

- Arabic Excellent (Native).

- English (Very Good).

Projects

- Successful ERP implementation and data migration (Odoo)   (Danat Alaryaf Co)
- Successful ERP implementation and data migration (Microsoft Nav2017)   (Amohamza Seafood Co)

Certification

- Odoo 17 Functional Certification - Date: 25/09/2024   (Odoo - Belgium)

- AmoHamza Experience Certificate   (Riyadh - Saudi Arabia)

- Alwalan Technology Experience Certificate   (Riyadh - Saudi Arabia)

- Avaya IP Office Call Center Workshop Certificate   (Avaya)

Work Experience

Octobar 2023 – Current

Danat Al-Aryaf Company (Pastries and Sweets)   **(Riyadh, Saudi Arabia)**
(30+ Branches)

IT Specialist & ERP Admin – Full-time
Responsibilities:

- ERP implementation and data migration (Odoo).
- ERP Administrator for Odoo, Foodics, Kaso (ERP System).
- Work on linking the branches to each other through the network
- IT Project Management for all 31 Danat Alaryaf Branches (Cables, CCTV, Connections, Servers configurations and Software Installation).
- Opening of (8) branches during the working period
- Managing and reporting on allocation of IT budget to ensure optimal resource utilization.
- Troubleshooting and maintaining all PCs, servers, and CCTV.
- Ensure on-site and remote installation, repair, maintenance and test tasks of IT Accessories & Software.
- Installed new Hardware, PC and printer's equipment and trained operators and routine maintenance protocols to end users.
- Provided technical support to troubleshoot, repair and maintain operational efficiencies in IT & Network systems.
- Performed annual service visits and completed preventative maintenance on all IT systems.
- Demonstrated to customers proper methods for operating equipment after it had been installed
- Completed partial or full dismantling of equipment to quickly repair or replace defective components and restore functionality.
- Provided telephone support to customers by determining the cause of the issue and explaining the most effective solution.
- Reviewed all aspects of the job upon completion to alleviate equipment failure and prevent callbacks.
- Properly completed work reports for each field visit.

June 2013 - Octobar 2023

Amohamza Seafood Co

(Riyadh, Saudi Arabia)

Technical Support & ERP Supervisor - Full-time

Responsibilities:

- IT Project Management for all 12 Amohamza Branches (Cables , CCTV , Connections, Servers configurations and Software Installation).
- Training storekeepers on Microsoft Dynamics NAV (Stores Module).
- Training accountants on Microsoft Dynamics NAV (Finance Module).
- Training HR on our HR APP.
- Data analysis reports for the finance department in Excel and SQL.
- CCTV Setup and Support AVAYA System Support and Administration.
- Troubleshooting and maintaining all PCs, servers, and CCTV.
- Domain administration VPN between all branches over Draytek administration.
- Implanting and supporting all apps for all branches.
- Opening of (5) branches during the working period.

June 2010 - March 2013

Alwalan Technology Co   **(Riyadh, Saudi Arabia)**

Application Trainer & Technical Support - Full-time

Responsibilities:

- **Training the users to use the applications provided by the Accounting App, Stores App, POS App, Restaurants App, and Pharmacy App.**
- **Implementing the apps for many customers.**
- **Hand over the applications after all procedures are done.**
- **Database troubleshooting (SQL Server).**
- **Technical support and troubleshooting.**
- **Hardware and software installation, configuration, and maintenance.**
- **Network troubleshooting, including TCP/IP, DNS, DHCP, and VPN.**
- **Audio and video conferencing systems (Zoom, Skype for Business).**
- **Microsoft Windows operating systems and Microsoft Office Suite.**
- **Training program development and delivery .**