

Nasir Hussain

ERP Coordinator | Clint Operations | Technical Support



Riyadh, Saudi Arabia



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PROFILE

Dynamic and detail-oriented **ERP Coordinator** with 4 years of experience in Saudi Arabia, specializing in understanding client requirements and delivering it to developers in technical way. Skilled in coordinating between business users and technical teams to ensure successful ERP implementation and customization

Experienced in delivering user **ERP training, supporting system adoption,** and enhancing process efficiency. Strong communication, analytical, and problem-solving skills with a focus on delivering effective ERP solutions that meet organizational goals

WORK HISTORY

AWAEL TECHNOLOGY KSA

ERP COORDINATOR | CLINT OPERATIONS

02/02/2022 – PRESENT

Key Responsibilities:

- Managed and maintained end-to-end ERP system operations to ensure seamless business process integration across departments.
- Coordinated with internal teams and external vendors to implement, test, and optimize ERP modules (e.g., finance, Production, TMS, supply chain, procurement, inventory, HR).
- Worked closely with end-users to assess business requirements, support change and deliver high-quality customer experiences.
- Developed solutions for critical software issues, guiding clients through bug fixes and reactive maintenance.
- Working as bridge between client and developers.
- understanding customer requirement to design flow chart and prototype also Uploading client data to database MySQL server.
- Testing system behavior's, functionality and integrity of computer software and document the results of tests in defect report and related documentation.
- Communicated technical concepts to customers clearly by phone, email and online chat.
- Provided user training and technical support to ensure effective ERP utilization and data accuracy.
- Worked closely with end-users to assess business requirements, support change and deliver high-quality customer experiences.
- writing and maintaining technical program, end user documentation and operational procedures.
- Coordinating ERP related quires for client
- Providing support to client by resolving their tickets with Development Team and giving feedback to clients.

LET'S CONNECT

▪ **LinkedIn:**

www.linkedin.com/in/itsnasir-hussain/

▪ **Messenger (WhatsApp)**

+966 598255584

SKILLS & COMPETENCIES

Soft Skills:

Excellent Communication Skills

ERP Implementation & Rollout Support

Data Analysis & Reporting

Team Leadership

Process Streamlining & Documentation

Creative Problem Solving

Collaboration & Teamwork

Advanced technical support

NEVADA ERP:

Mastery of Awael NEVADA ERP modules:

ACCOUNT MANAGEMENT SYSTEM | INVENTORY & WAREHOUSE MANAGEMENT | PURCHASING SYSTEM

| SALES & ORDER PROCESSING | FIXED ASSETS |

MAINTENANCE SYSTEM | TRANSPORTATION SYSTEM

| FREIGHT FORWARDING SYSTEM | PRODUCTION

MANAGEMENT SYSTEM | HR & PAYROLL SYSTEM

| WORKFLOW

Having Complete Knowledge and A Clear Concept

Regarding Above Modules.

Operational Skills:

Designing Flow chart | DFD Diagram and Prototype

Processing | Functional Testing & User Training Data

| Validation & Cleanup Business Process |

Optimization Coordination Between IT & Operations

Teams | ERP Implementation Support | Training &

End-User Assistance | Master Data Management

| User Support & Troubleshooting

ODOO ERP:

Module Setup: Manufacturing, Inventory | Purchase,

Sales | Accounting BOM | Routing, and Work Center

Configuration | Production Planning & Job Order

Tracking, Automation of Workflows & Notifications |

Data Import/Export (via CSV / Excel) User Access

Rights

Microsoft Dynamics 365:

Production Order Setup & Resource Planning | BOM

and Routing Management | Inventory and

Warehouse Integration | MRP and Scheduling

Configuration | Financials and Costing in ERP

Next ERP:

Manufacturing, Inventory | Purchase, Sales |

Accounting BOM | Routing, and Work Center

Configuration | Production Planning & Job Order

Tracking, Automation of Workflows & Notifications

WORK HISTORY ...

AL FARAJ SOLUTIONS PVT LTD / RAWALPINDI, PAKISTAN

SQA | ERP CLINT OPERATIONS

01/08/2019 – 15/12/2021

Key Responsibilities:

- Monitored system performance, resolved data inconsistencies, and generated analytical reports for management.
- Researching, consulting, analyzing and evaluating system program needs
- Served as the main point of contact for clients, ensuring timely resolution of issues and efficient service delivery.
- Coordinated cross-functional teams (sales, logistics, Supply Chain, production, finance) to fulfill client requirements and service-level agreements (SLAs).
- Managed client communications, feedback collection, and escalation handling to maintain strong business relationships.

KEY PROJECTS & ACHIEVEMENTS

- 1. ERP System Implementation & Optimization:**
Successfully coordinated the implementation of the company's ERP system across multiple departments, ensuring **data migration accuracy** and user adoption through structured training and continuous support.
- 2. Production Planning Integration:**
Successfully integrated **production planning and scheduling modules** within the ERP system, enabling real-time visibility of work orders, material requirements, and production capacity.
- 3. Improved Production Efficiency:**
Streamlined production workflows through ERP automation — reduced manual data entry and improved work order tracking accuracy by **25%**.
- 4. System Upgrade & User Training:**
Coordinated the ERP version upgrade project, including testing, troubleshooting, and delivering user training sessions to over **50 employees** with zero downtime during transition.
- 5. Bill of Materials (BOM) Optimization:**
Standardized and updated BOMs in ERP to ensure accurate material consumption tracking, reducing discrepancies and material wastage by **15%**.

OTHER INFO

- **Iqama:** Valid KSA
- **Profession on Iqama:** Computer Systems technician
- **Driving License:** Valid KSA
- **Languages:** English, Arabic (Basic), Urdu
- **Nationality:** Pakistani
- **Religion:** Islam
- **Marital Status:** Married
- **References:** Available on demand

EDUCATION

BACHELORS – BS SOFTWARE ENGINEERING

COMSATS UNIVERISTY Islamabad, Pakistan (2019)

AREA OF EXPERTISE

ERP System Management & Coordination:

Skilled in implementing, configuring, and maintaining **ERP systems** to streamline company operations across departments

Production Planning & Control:

Expertise in managing **BOMs, work orders, job tracking, and production** scheduling through ERP to enhance efficiency and reduce downtime.

Business Process Optimization:

Proven ability to analyze **workflows** and implement process improvements that increase productivity and data accuracy.

Client Operations & Relationship Management:

Strong experience in handling **client requirements**, ensuring service delivery excellence, and maintaining long-term business relationships.

Training & End-User Support:

Conducting **user training** sessions, preparing **ERP manuals**, and providing ongoing technical and functional **support** to ensure system adoption.

Inventory & Supply Chain Management:

Knowledge of materials requirement planning (**MRP**), **warehouse operations**, and **procurement** processes integrated within ERP systems.

Quality & Compliance Control:

Ensuring **production** and **operational** data adhere to company standards and compliance requirements through proper ERP configuration and auditing.

Data Analysis & Reporting:

Proficient in creating management reports for monitoring KPIs such as production performance, inventory turnover, and service efficiency.

Workflow Automation & System Customization:

Experienced in setting up **approval hierarchies, notifications, and ERP workflows** to optimize task execution and accountability.

SUMMARY:

Results-driven ERP Coordinator and Client

Operations Specialist with hands-on experience in ERP implementation, production management, and process optimization. Skilled in ERP and cross-departmental coordination to drive operational excellence.