

Rana Ibrahim

Tel: +961 3 853775

E-mail: ibrahimrana84@gmail.com

EDUCATION

Lebanese American University – Bachelor of Science – Compute Science

2006

TRAINING & CERTIFICATES

Oracle Developer Track

The Objective-C for Pro Developers Track IOS

Development for the iPhone and iPad Track IOS 5

Development for Pro Developers Track IOS

Visual Studio 2008 ASP.net 3.5 Track

MB2-716 - Microsoft Dynamics 365 Customization and Configuration

Project Management Professional (PMP®) course (36 hours)

AZ - 301 - Microsoft Azure Architect Design

WORK EXPERIENCE

KKODD – IENG GROUP (Partners with Microsoft) – Product Consultant

Dec. 2016 – Present

Act as lead role in implementation of CRM Dynamic 365. Provide close support and development for most functions under CRM Dynamic 365 with focus on the following applications, “Sales”, “Customer Service”, “Field Service”, “Project Service” and “Marketing”

- Assist in the sales process by providing product demonstrations, solution-based presentations and additional solution expertise
- Analyze customer needs and front office processes (sales, marketing and customer service...)
- Analyze gaps between customer requirements and functionality in Microsoft Dynamics 365
- Prepare Functional Requirement Documents (FRD)
- Set up and implement Microsoft Dynamics 365 solutions
- Configure the application to meet customer requirements using the Microsoft Dynamics 365 customization tool
- Create technical specifications, design and integrate business processes and data flows between applications
- Create user acceptance testing (UAT) and its script
- Train users in the use and administration of Microsoft Dynamics 365 (functional and technical training)
- Provide technical support to your customers

DYNAGRAPH – IT infrastructure Coordinator & Project Manager

Jul. 2015 – Nov. 2016

- Managed projects life cycles including hardware & software
- Deployed projects and managed the implementation
- Identified whether current systems fit the requirements and if any gaps are identified
- Planned and provided the necessary training to users and insured that agreed standards are maintained and that ground rules for the input of data are met
- Administered and managed all the developments of IT systems, applications and company's network such as Microsoft Dynamics Great Plains 2015 ERP, V-tiger CRM, Document Management Alfresco, Crystal Reports

FINDERS SAL – Senior Software Developer & Technology Assistant

Mar. 2014 – June 2015

- Worked as Software Developer on the ERP system using ASP.net 3.5
- Developed front-end interfaces using HTML 5 and CSS 3
- Developed Content Management System using PHP as a server-side program language

- Worked as Database Administrator using SQL language and manipulated data in MYSQL and SQL server as database systems
- Provided Graphical designs using Illustrator and Photoshop CS6 for the company
- Created Web design pages for the company
- Worked as Technology Assistant by configuring hardware and software, setting up peripherals such as printers or routers, repairing equipment, and providing daily support for computer network users

PROMOFIX – Senior Web Developer

Oct. 2012 – May 2014

- Designed and developed user interfaces to Internet/intranet applications by setting features priorities throughout development life cycle
- Worked on Web Development using MySQL as Database Solution
- Developed websites front-end and back-end using HTML 5 - JavaScript - PHP – ASP
- Worked on API for mobile applications using REST method/PHP language
- Supported users by developing documentation and assistance tools

SAB FOR BANKING SOFTWARES – Software Developer

Nov. 2006 - Jan. 2010

- Handled all clients' issues directly from issue opening
- In charge of the development of the banking application
- Worked on a J2EE architecture using JSP servlet on the WebSphere editor and on Oracle as database system.
- Worked on X3 (SAB environment) to build banking applications
- Worked closely with analysts, designers and developers
- Technologies : Java, JSP, SQL, Javascript, DB2 (SQL, Cobol Commands)

ADDITIONAL INFORMATION

Technical Skills: Programming in C, C++, Java2 and ASP.NET

Server-Side Technology: ASP and PHP

Database Solution: MySQL, Oracle

Client-Side Technology: HTML5, CSS3, JavaScript, MS Office Tools

Business Solutions: Microsoft D365 CRM, NetSuite Oracle

Content Management System: Joomla

Languages: Fluent in **English, French** and **Arabic**