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## ROGER SAAD

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### OBJECTIVE

To enhance my educational and professional skills in a stable and dynamic workplace.

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### EDUCATION

BA-MIS-AUCE  
3.4/4.0

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### SKILLS

Sales, Presales, Bid Management,  
Solution Consultant, SAP, SQL, HANA,  
CRM, ERP, HCM, WMS, T24

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### EXPERIENCE

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#### SENIOR BUSINESS ANALYST (CORE BANKING)-SGBL

1/2019 – Present

Providing analytics, marketing and research support activities including data collection, analysis and project management. I was involving in liaising with senior management, financial department and marketing, understanding business and data requirements, translating those requirements and upgrading the system and business process. Also, the role includes providing consulting services, planning and executing internal projects, executing day-to-day reporting and settlement, analyzing the credit worthiness of banking clients, preparing financial and market analysis, preparing banking services analysis including deposits, interests, corporate banking and cash management and creating and executing test plans. Undertaking data collection, reporting on specific projects, supporting marketing initiatives and developing portfolio analysis pricing and profitability.

#### SAP PRESALES AND BID MANAGEMENT-SAP

7/2018 – 12/2018

Maintain the master repository of pre-sales assets per industry and per solution  
Maintain the master repository of all proposals and supporting documents such as P&Ls, customer inquiries, clarifications, presentations, etc.  
Work closely with marketing to conduct competitive intelligence in respective markets and industries to increase company's hit rate  
Obtain all relevant SAP presales and sales certifications

#### SAP SOLUTION CONSULTANT-SAP

3/2018 – 7/2018

Support successful project implementation phase on business, conceptual, programming level Manage customer requirements and Design and conduct client workshops. Help the client achieve business benefits by implementing the Hybris software suite that delivers enterprise software and on-demand solutions for e-commerce, multi-channel commerce, master data management and order management

#### SALES EXECUTIVE-FOCUS SOFTNET

3/2016 – 3/2018

Meeting clients to discuss their advertising needs.  
Negotiating with clients, solving any problems and making sure deadlines are met  
Making 'pitches' to win new business  
Gather customer requirements and conduct gap analysis  
Customize and configure ERP and CRM to integrate with multiple systems  
- Provide user training and support  
- Pre-sales Consultant and demonstration

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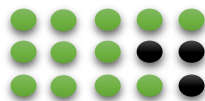
## CERTIFICATIONS

1. Sales executive - Hybris commerce Cloud
2. SAP Hybris Cloud for Customer Solution Web Assessment
3. SAP Hybris Marketing Web Assessment for Sales Executive
4. SAP Hybris Marketing Web Assessment for Presales Consultant
5. Web Assessment for SAP Hybris Commerce Cloud Edition - Presales Consultant
6. Web Assessment for Delivering best-in-class Demonstrations
7. Web Assessment for Discovering Customer Requirements
8. Web Assessment for Foundational Presales Skills
9. web assessment for introduction and sales readiness
10. Web Assessment for ne SAP Sales Methodology
11. Web Assessment for SAP Ariba Sales Executive
12. Web Assessment for SAP HANA for Sales Executive and Presales Consultant
13. Web Assessment for SAP S4HANA for Sales Executives
14. Web Assessment Test for CEC Presales
15. Web Assessment Test for CEC Sales Executive

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## LANGUAGES

ARABIC  
FRENCH  
ENGLISH



## ERP AND CRM CONSULTANT-SETS

1/2012 – 3/2016

Implementation of company's applications (Workforce – CRM).  
Providing clients with training sessions on different ERP modules (Inventory - Accounting - Fixed assets – Production, Stock, Budget...)  
Providing internal training sessions on different ERP modules.  
Providing internal training for all staff on Microsoft Dynamics CRM.  
Troubleshooting errors generated by ERP and CRM solution and bugs fixing.  
Integration between CRM and Workforce  
Assisting users on CRM (Sales, Marketing, Services, timesheet, reports, Process, Dashboards...)  
Development of internal and external requirements of the ERP modules.  
Development of internal requirements of the CRM modules.  
Testing ERP and CRM application.  
Analyzing customer requirements on Workforce and CRM  
Develop & Maintain Forms, Reports, Alerts, Workflow and other technical areas on Workforce and CRM  
Managing all CRM and ERP internal and external projects.

## ERP AND CRM SENIOR CONSULTANT-AIMS

1/2018 – 1/2012

Implementation of company's applications (Socrate ERP Solution).  
Microsoft SQL server Implementation (2000 / 2005 / 2008).  
Replication setup between multiple SQL servers (2000 / 2005 / 2008).  
Establishing maintenance plans for concerned databases with different jobs - SQL server (2000 / 2005 / 2008).  
Troubleshooting possible technical problems during on-sites visits to clients such as network logical configuration required for SQL server database engine.  
Providing clients with training sessions on different ERP modules (inventory - accounting - Fixed assets - payroll - production - point of sale - project management - etc...).  
Reports customization for mentioned modules according to clients'needs.  
Data migration from Microsoft FoxPro to Microsoft SQL databases.  
Troubleshooting errors generated by ERP solution and bug reporting.  
Analyzing clients' requirements.  
Installation of AIMS' applications (Socrate Major, Socrate Platinum, etc.).  
Providing clients with training sessions on AIMS' solutions.  
Analyzing customer requirements.  
Solving technical problems and on-site service.  
Transferring customer complaints and needs to appropriate staff.  
Ensuring periodical cycle visits to clients. Maintaining and establishing solid customer relationships.