

SHIRAZ HMAIED

MANAGEMENT INFORMATION SYSTEMS

CONTACT

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Beirut, Lebanon

SKILLS

Interpersonal skills, Communication Skills
Crystal Reports, Excel, word, powerpoint,
pivots, SSRS and RDL
Spss, Bi, VS, VSC and mssql
Respectful to deadlines, Detail oriented,
fast learner
C#, java, Html, css, Js, ASP.net, AL
Basic IT skills

EDUCATION

Masters 2 Degree in MIS

Lebanese University - Faculty of
Economics and Business Administration

2024-present

Advanced Database and networking systems,
Information system engineering

Masters 1 Degree in MIS

Lebanese University - Faculty of
Economics and Business Administration

2023-2024

Focused on the integration of technology and
business processes. Developed skills in
Database management (mysql), project
management, AI, Information Retrieval and
Systems Design (UML, Use-Cases, DFDs, Class
Diagrams)

Bachelors Degree in MIS

Lebanese University - Faculty of
Economics and Business Administration

2020-2023

Acquired foundational knowledge in information
systems, database management, and business
analytics. Developed skills in
programming(Java, OOP, C#, Web
Programming), systems analysis and design.
Gained Academic knowledge in ERPs
management.

LANGUAGES

Arabic

English

PROFILE

Dedicated Management Information Systems graduate with a Master's degree and extensive experience in ERP technical support, specializing in stock management, accounting, and quality control for software clients. Proficient in SQL and adept at delivering tailored solutions that align with clients' unique requirements and business cycles. Passionate about quality testing and committed to ensuring optimal software performance and user satisfaction. Strong problem-solving skills and a collaborative approach, aiming to drive efficiency and excellence in every project. I am very passionate to learn new things and develop my skills and experience

WORK EXPERIENCE

Microsoft D365 Business Central Technical Support

Coders (An EDM Company)

Nov2024-Jan2024

- RDLC reports development from scratch based on client needs.
- Provide support through phone call or anydesk.
- Work closely with consultant to prepare excel templates and configuration packages.

Technical Support Specialist

Engineering Design & Manufacturing

June 2024-Nov2024

- Deliver support through anydesk, visits or phone call.
- Understand full life cycle of stock management (transfers, cost updates, reports, purchases, retail..)
- Accounting solutions(Charter of Account, DOEs, EOY, Vat closing, Postings..)
- Crystal Report Design (Edit, add features to reports)
- Able to design solution based on client needs and business cycle
- Deliver hosting solutions (On-premise, cloud, ftp and offline)
- ASAP mobile application (Integrated with Noria)
- VendaPOS setup and configure with sql
- Conduct visits to new clients for additional requirements
- Quality Control on all software clients

IT Presales Coordinator

Engineering Design & Manufacturing

April2024 - June 2024

- Prepare hardware and licenses offers on Noria ERP (Kaspersky, Sophos, Servers..)
- Follow up with account managers renewal offers and deliver them on time
- Manage delivery outs, Sale Orders and Purchase Orders.
- Work closely with Tracking and GPS department (Configure machines on Trax, analyse real time data to detect infected machines)
- Update client database and expiry dates
- Register deals on official portals

Odoo Functional Consultant Intern

Tecomsa

Feb2024 - April 2024

- Odoo modules (Manufacturing, Sales, Purchase, Inventory and HR)
- Understand full logical SDLC of an ERP
- Gather requirements to deliver sustainable odoo solution
- Provide support and testing after release