

# Ziad J. Daher

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## Profile

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A highly accomplished IT professional with over 15+ years of experience in the IT field across Saudi Arabia, Iraq, Jordan, and Lebanon. Thrives in fast-paced environments and excels in driving digitization, ERP implementations, business analysis, and e-commerce strategies.

## Job Occupation

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### Freelancing – UAE (Feb 2022–present)

- IT infrastructure & Software setup for SME
- Powr BI Dashboards & Reports for SME
- IT Consultancy

### IT Director, UCCM – Lebanon (Oct 2018–present)

Managing three key departments directly supervising and providing leadership to a dynamic team of 12 employees with overall of 40 employees, ensuring their professional development and optimizing departmental performance:

- Infrastructure Department: Overseeing the maintenance, upgrade, and optimization of IT infrastructure for 50 stores and the Head Office.
- Software Department: Leading a team responsible for software development, system administration, and performance tuning.
- OMNI Department: Managing online operations and marketing strategies for increased sales and market presence. In addition to the CRM Loyalty system.

#### Projects:

- Digitization & ERP Implementation of Microsoft Dynamics Navision then upgrade to Business Central
- Data Warehousing & Analysis through Power BI
- OMNI Channel launch of our e-commerce, 4-Digit Call center including last mile contributing 5% of the total sales and over 10% channel net profit margin
- Generated revenues through Data monetization with vendors and third parties.
- Creating tailor made offers based on customer shopping habits and preferred brands.
- Setup for automatic ordering and replenishment module on our ERP for key Vendors.
- IT Infrastructure upgrades, encompassing Microsoft Office 365 products and trainings
- Business process reengineering initiatives and SOP creation across various departments, driving efficiency, and productivity enhancements.

### IT Consultant, Khalil Fattal et Fils – Lebanon (Oct 2018– Dec 2021)

- Leveraged remote access to provide ongoing IT consultancy services, supporting critical operations and ensuring seamless business continuity.

### IT Operation Manager, Khalil Fattal et Fils – Lebanon (Mar 2012– Oct 2018)

Managed a department of 3 employees ensuring our ERP service level and other integrated systems. Responsible for the affiliates' Oracle Fusion Middleware implementation in Iraq, Jordan, Algeria, and UAE

#### Projects:

- Optimization of the Oracle E-Business Suite performance cutting down processes time by 75% by working with the Software Development Department
- Integrating Oracle E-Business Suite with WMS (Infor) optimizing Warehouse, Salesreps, and Cashvan operations.

- Business intelligence infrastructure and upgrade, migrating from SAP 3.1 to SAP 4.2.
- Integration of third-party applications with Oracle E-Business Suite, including sales force applications for sales representatives, Medreps Application, and supplier data sharing, streamlining processes and enhancing collaboration.
- Migration of affiliates infrastructure to Oracle Cloud Infrastructure (OCI)
- Data Warehousing of all databases (Head Office & Affiliates) to generate Holding reports
- Implementation of Laserfiche in HR Department

#### **Senior Database & System Administrator, Saudi Oger – Saudi Arabia (July 2007– Mar 2012)**

- Installed AIX UNIX/Linux with RAC-enabled Oracle E-Business Suite installation, patching, UAT cloning, administration, maintenance and backup plan
- Spearheaded database platform migrations between SOLARIS, AIX, and LINUX, enhancing system performance and flexibility.
- Installed and configured EM Grid Control, linking it with E-Business Suite systems for centralized monitoring and management.
- Implemented and configured SAN and NAS storage systems, including disk arrays and fiber channel data switches.

### **Skills**

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#### **Technical Skills:**

- **Operating Systems:** Professional in LINUX, UNIX, Solaris, and Windows operating systems, with expertise in shell scripting, automation, performance tuning, and administration.
- **Microsoft:** Extensive experience in Microsoft Dynamics NAV and Business Central implementation, O365 products driving digitization and process optimization.
- **Oracle:** Professional in Oracle E-Business Suite, Oracle Fusion Middleware and Database administration, including installation, configuration, cloning and performance tuning.
- **Business Analysis:** Strong business analysis skills, enabling the identification and implementation of effective solutions to drive organizational growth and efficiency.
- **E-Commerce Strategies:** Integrating LS OMNI with Magento to capitalize on AI driven personalized offers. Expertise in e-commerce strategies and the development of online sales channels.
- **Power BI:** Proficient in Power BI project deployment, enabling data-driven decision-making and analysis.
- **Database Administration:** Extensive knowledge of SQL and database administration, including Oracle and MS SQL databases and performance tuning.
- **Virtual Environments:** Experience in virtual environments such as VM, Hyper-V, and WPAR.
- **SAN Storage:** Expertise in SAN storage setup, configuration, and mapping.

#### **Personal Skills:**

- Communication, Data Analysis & Presentations.
- Personal projects using Machine Learning and Artificial Intelligence (ML & AI)
- Blockchain & crypto enthusiast since 2015
- Team Management & Team Collaboration (Certificate from **Trace**)
- Conflict Resolution and Problem Solving (Certificate from **LCRN**)
- Fattal Chess Champion 2016,2017 – **Fattal**
- 2018 corporate Basketball tournament champion – **Fattal**

### **Trainings and Certificates**

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- Project of the Year award 2021: Successful ERP Implementation - **UCCM**
- Project of the Year award 2014: Online Customer Portal - **Fattal**
- R12 Oracle Apps System Administration - **Oracle University**
- R12 Oracle: Install, Patch and Maintain Oracle Application I and II - **Oracle University**

### **Education**

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2003-2007	<b>American University of Beirut, Lebanon</b> Bachelor in Computer Science
1996-2003	<b>Al Qulaa' Secondary School.</b> Saida, Lebanon Lebanese Baccalaureate (General Science)