

Darwich Omari

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PROFILE

Results-driven IT Consultant and Solution Implementer with 20+ years of professional experience, including 10+ years leading application and ERP implementation projects. Skilled in system customization, third-party integrations, and end-to-end project execution. Proven ability to bridge the gap between business requirements and technical execution, ensuring high-quality delivery and client satisfaction. Adept at providing technical support, managing risks, conducting training, and ensuring successful UAT signoffs. Proficient in MS SQL, C#, API integrations, and Microsoft Dynamics platforms.

PROFESSIONAL EXPERIENCE

Senior Full-Stack Developer & BI Consultant

Twister Technologies – Beirut, Lebanon | Dec 2025 – Present

- Contributed to development and positioning of POS and ERP solutions aligned with market needs
- Engaged with clients to capture business requirements and align solutions accordingly
- Supported pre-sales activities including demos and solution discussions
- Managed Power BI initiatives to support client decision-making and reporting needs
- Participated in defining business unit direction and client engagement strategy

Systems Technical Manager & IT Consultant

Cedar White Bradley (CWB Limited) – Dubai, UAE

Mar 2023 – Mar 2025

- Led the implementation and customization of Microsoft D365 Finance & Supply Chain, aligning functionality with business needs.
- Coordinated with QA and technical teams on customizations, ensuring delivery met scope and deadlines.
- Managed end-user training and post-go-live support, driving adoption and user satisfaction.
- Developed APIs and handled integrations with third-party legal and financial systems.
- Provided second-level support and resolved critical technical issues, minimizing disruptions.
- Documented technical procedures and updates in accordance with company standards.

Senior Application Developer & Technical Consultant

TOPPAN Gravity Industries – Sharjah, UAE

Aug 2020 – Jun 2022

- Defined implementation plans and led full-cycle deployments of ERP systems including D365 FO modules for manufacturing and supply chain.
- Collaborated with stakeholders to gather business requirements and convert them into functional and technical solutions.
- Led development of custom integrations and forms using C#, SSRS, and API services to meet unique business needs.
- Conducted system testing and user acceptance processes to ensure successful Go-live.
- Delivered end-user training and provided ongoing technical support post-implementation.

Application Development Lead & IT Project Manager

Al Amin Medical Instruments Co. L.L.C – *Dubai, UAE*

Jul 2013 – Jun 2020 & Jun 2022 – Feb 2023

- Oversaw implementation of integrated business applications including Dynamics CRM, SharePoint, and SAP.
- Provided solutions for process automation through Power Platform and API-based integration with ERP systems.
- Facilitated requirement gathering and risk assessment workshops with key business users.
- Supported full-cycle implementation projects from design through deployment and client handover.
- Maintained communication with customers, secured UAT sign-offs, and ensured end-user readiness.
- Logged and tracked support tasks, providing timely resolution and updates in ticketing systems.

Previous Roles:

1. **SAUDI OGER LTD. (KAUST)** – *Jeddah, KSA* Feb 2010 – Jun 2013
Senior Programmer & SAP Analyst
2. **Lebanese University** – *Beirut, Lebanon* Jan 2009 – Jul 2009
Computer Trainer & Instructor
3. **Eduware**, *Beirut, Lebanon* Sep 2004 – Jan 2010
Senior Software Developer

KEY SKILLS

- Application & ERP Implementation (MS D365 F&O, SAP, MS Dynamics CRM, MS SharePoint, MS Power Platform, & MS PowerBI)
- Requirement Gathering & Risk Management
- Technical Support (1st & 2nd Line), UAT Coordination
- Customization & Integration (C#, MS SQL, APIs)
- End-User Training & Documentation
- Service Delivery & Project Execution
- Business Intelligence & Reporting (PowerBI, SSRS)

TECHNICAL STACK

- **Languages & Tools:** C#, MS SQL Server, SSRS, Power Apps, Power Automate, X++, MySQL, XML
- **Platforms:** Microsoft Dynamics 365 F&O, CRM, SAP ECC 6.0, SharePoint, RPA Tools
- **Integration & APIs:** RESTful APIs, Third-Party Integrations
- **BI & Reporting:** Power BI, Tableau, Crystal Reports
- **Other:** Office 365, Windows Server

EDUCATION

- **Post-Graduate Diploma in Data Science**
Heriot-Watt University – *Dubai, UAE* (2022)
- **Bachelor of Science in Computer Science (Distinction)**
Business and Computer University College – *Beirut, Lebanon* (2004)

LANGUAGES

- English (Fluent)
- Arabic (Native)

REFERENCES

Name: **Nehme Abi Saber**

Job Title: *Regional Sales Manager*

Company: **Aebi Schmidt International**

Mobile: +49 170 7804139

Name: **Bassam Tawk**

Job Title: *Regional Sales Director*

Company: **Pharaon Healthcare Africa**

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