

Ahmed Khaled Shafiq

Software Engineer

ERP and Integration

Digital
Transformation

I.T Specialist



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Summary

With over 15 years of experience in IT. My experience covers a lot of areas, from an IT specialist to working on UI-UX design, to coding, and I'm always keep learning about technologies, and I have become more than just a Senior Software Engineer.

My focus has been on ERP systems, and its integration, and helping businesses change and grow digital transformation.

I've led teams and projects, both working from home and in the office, always getting involved and doing things hands-on.

In every project I take on, I mix my technical knowledge with what's new in digital trends.

This makes me a flexible and energetic member of any team, always ready for new and big challenges.

Recently, I've started working with AI, which has kept my skills up-to-date and useful for businesses adapting to new technologies.

Education



المملكة العربية السعودية
Arab Open University

Bachelor, Information Technology & Computing (ITC)

Arab Open University

2007 – 2015

GPA: 2.00

Experience

I.T Manager



Mathaqt Foods Co.

-Food and Beverages-

Al Khobar,
Saudi Arabia

April 2022
Present.

- Led a digital transformation project, automating operations, and reducing manual processes and paperwork by 95%, which improved workflow across Mathaqt.
- Successfully implemented and integrated four software systems (ZenHR, Revel POS, Marketman, with Oracle NetSuite), enhancing operational efficiency and supporting scalable growth.
- Streamlined end-of-month financial processes by 40%, saving substantial time and effort, and simultaneously improved financial reporting accuracy by 98%, facilitating more informed business decisions.
- Achieved a yearly cost saving of SAR 250,000 through astute software license optimization, balancing cost-effectiveness with robust system performance.
- Designed and launched engaging websites for all Mathaqt brands including Zafi, Lucas, JarWard, Al Mokhayyam, and Qaf Catering, significantly boosting their online presence and brand visibility.
- Innovated in-house development of analytics dashboard, and system integration monitoring, addressing specific operational needs and enhancing data transparency.


- Integrated ZenHR and MarketMan with ChatGPT AI, harnessing cutting-edge technology to streamline HR and inventory management, resulting in a more efficient and intelligent system.
- Building in-house development of a mobile application for online food ordering.
- Designed an onboarding program for new hires that incorporates ERP video tutorials, introducing them effectively to the company's culture, teams, and systems, and smoothing the transition into their roles.
- Managed various IT projects with a focus on smooth operations and successful delivery, demonstrating strong project management skills and a commitment to quality outcomes.
- Maintained and enhanced our relationships with vendors and service providers, refining procurement processes and ensuring that collaborations were fully aligned with the company's strategic objectives.


Head of I.T	 Specialized Consulting Group	-Food and Beverages- -Gas and Oil- -Construction- -Recruitment-	Al Khobar, Dammam, Jubail, Saudi Arabia	April 2020 April 2022
<ul style="list-style-type: none"> • Crafted and executed the IT Vision and Roadmap, ensuring IT goals were in sync with the company's strategic objectives. • Led critical IT projects from inception to completion, ensuring quality, adherence to timelines, and budget compliance, which enhanced operational capabilities. • Managed the company's IT setup, including the optimization of networks, software, and ERP systems, which fortified the IT framework across the group. • Directed the IT team with a focus on daily operations, professional development, continuous improvement, and teamwork. • Successfully centralized Odoo ERP for six subsidiary companies, integrating essential modules such as Accounting, HR, Purchasing and Manufacturing, which standardized operations and data management. • Improved network infrastructure, achieving a notable reduction in downtime and enhancing connectivity across all company locations. • Launched and updated websites for the group, substantially improving their digital footprint including SCC group, Qaz international, Star Excellence, and Hat Burger. • Managed all IT assets in the group, ensuring their best use and upkeep. 				

I.T Manager	 ETE Housing and Catering	-Food and Beverages-	Al Khobar, Dammam, Saudi Arabia	Feb 2016 Feb 2020
<ul style="list-style-type: none"> • Oversaw the setup and configuration of the Call Center and ensured seamless network connectivity between branches. • Managed Avaya IP telephony solutions, including IVR, Tree configurations, and dashboards. • Implemented and managed POS software for Operation Falafel and Big Chefs brands. • Established and maintained FortiGate services including VPN, FortiGuard, and reporting functionalities. • Managed security protocols including Kaspersky Business Center, CCTV systems, fingerprint access, and door access systems. • Utilized SNIPE-IT for electronic equipment asset management. • Oversaw the installation, monitoring, and maintenance of various systems including ERP, software applications, and operating systems. • Documented and analyzed IT-related issues and managed maintenance schedules. • Software & Tools Expertise: Managed and utilized a suite of software and tools including GitHub, Bootstrap, Adobe XD, Android Studio, Visual Studio, WordPress, Oracle Reports Builder, MS Office, and several others. • Other Initiatives: Led the rollout of screen advertising displays and worked on projects involving music streaming and customer menu apps. 				

Key Achievements

- Successfully implemented ERP modules focused on supply chain management, recipe formulation, and inventory control.
- Achieved a significant reduction in internet costs by SAR 120K annually.
- Developed Music Streaming and Customer Menu applications, resulting in yearly savings of SAR 24k on subscription costs.

I.T Supervisor	 A. H. Al Gosaibi Foods Co.	-Food and Beverages-	Al Khobar, Saudi Arabia	Jan 2010 Jan 2016
<ul style="list-style-type: none"> • Developed vendor lists with payment vouchers and streamlined various banking processes, including payroll, cheque issuance, and transfers. • Sales Reporting: • Created daily sales reports for restaurants, complemented by an analytics dashboard for in-depth analysis. • Initiated and managed the implementation of the restaurant delivery mobile app with a custom dashboard. • Oversaw the deployment and management of the Point-of-Sale system, NCR Quick services, and ISP Stock Management System. • Integrated Call Center systems for home delivery services, including NCR SDM, NCR Instore, EDSS, and facilitated remote connectivity for agents. • Programmed and designed POS menu items for renowned brands: Popeyes, Vanellis, & CaliBurger. • Developed and maintained company websites for GFC, Popeyes, and Vanellis. • Managed email systems and executed digital signage campaigns using Navori CMS. • Implemented the HR System (Sahr Al Bayan) and integrated it with attendance systems. • Deployed Microsoft Dynamics Nav ERP and LS Retail Nav, ensuring seamless integration and web/mobility order functionality. • Provided consistent IT support across 60 restaurants and to a team of 40 users. 				

I.T Helpdesk	 A. H. Al Gosaibi Foods Co.	-Food and Beverages-	Al Khobar, Saudi Arabia	Jan 2007 Jan 2010
<ul style="list-style-type: none"> • Provided first-line support to over 70 restaurants and an office team of 50+ members, handling an average of 20 IT calls daily. • Investigated and implemented strategies to reduce calls to the Helpdesk. • Installed and configured PCs, Point of Sale (POS) systems, and network cabling for new restaurant setups. • Managed the creation and maintenance of Microsoft Exchange accounts and telephone extensions for users. • Assisted in troubleshooting and supporting NCR products, both software and hardware. • Ensured up-to-date antivirus software on all company machines. • Oversaw the management and monitoring of backups across multiple locations. • Handled the creation and management of agent accounts and delivery store systems. • Managed employee registration within the POS system. • Oversaw the purchasing of IT equipment and software, ensuring alignment with approved budgets. • Collaborated with third-party technical specialists for specialized support and system integrations. • Developed and designed IT forms, including equipment health checks and inventory lists. • Spearheaded initiatives to bolster the IT infrastructure by adopting and implementing new technologies. 				

Skills & Expertise

Coding Skills

◆ Core Java	★★★★★	◆ Database Development	★★★★★	◆ Interface	★★★★★
- JavaFX Application	★★★★★	- MySQL	★★★★★	- HTML5, CSS	★★★★★
- Java Server Pages	★★★★★	- Firebase	★★★★★	- UI/UX	★★★★★
- Java Server Faces (JSF)	★★★★★	- JDBC	★★★★★	-----	
- Android SDK	★★★★★	- NoSQL	★★★★★	◆ Flutter & Dart	★★★★★
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◆ Python Development	★★★★★	◆ PHP Development	★★★★★	◆ Games Development	★★★★★
- Django	★★★★★	- Laravel	★★★★★	- Game Maker Studio	★★★★★
- TensorFlow	★★★★★	- API	★★★★★	- Java Game Engine	★★★★★
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ERP & Systems

Oracle NetSuite	★★★★★	NCR (Aloha, ISP, SDM)	★★★★★	MarketMan	★★★★★
Odoo ERP	★★★★★	NCR (ISC, EDSS)	★★★★★	Navori CMS	★★★★★
Microsoft Dynamics GP/NAV	★★★★★	Revel POS	★★★★★	Omega POS	★★★★★
Mamsys ERP	★★★★★	Squirrel POS	★★★★★	ZenHR	★★★★★
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