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MOHAMMED RIYAD BIN ALI

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Bangladesh
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Career Objective:

B.Tech E&C Engineer with an exceptional track record in managing and supporting a large IT infrastructures with hands on technical expertise in MS Dynamics Nav 2009 ERP system, seeking a suitable IT position in a progressive organization

Career Summary:

Career Growth in the field of IT (ERP MS Dynamics Nav 2009) and LS Retail Solutions

Special Qualification:

IT Hardware and software support , ERP Microsoft Dynamics NAv 2009 Support , Report Analysis from ERP , Microsoft Office

Employment History:

Total Year of Experience : 6.9 Year(s)

1. **MIS - ANALYST (October 7, 2009 - January 12, 2014)**

OMAN SALES AND SERVICES
Company Location : MUSCAT
Department: IT DEPARTMENT
Duties/Responsibilities:
• Installation , configuration and supporting MS Dynamics Nav 2009 - ERP software.
• Coordinating with consultants for support and development of management required features in ERP system.
• Troubleshooting the Technical /Functional Problems for the Day to day process on the Microsoft Dynamics Nav 2009 and LS Retail.
• Extract and analyze daily, monthly, weekly ERP reports.
• Supervise overall tasks related to IT and ensure that raised issues get resolved in acceptable time frame
• Installation , configuration and administration of Windows 2003 active directory environment.
• Installation and administration of Microsoft Exchange 2003 server.
• Setting up, configuring and troubleshooting different models of desktops, laptops and POS systems.
• Installation and configuration of LS retail application in POS systems and interfacing with MS dynamics Nav 2009.
• Ensure closing procedures are taking place smoothly and Data's are replicated from all POS locations.
• Ensure all the cameras and DVR system are on working conditions.
• Anti – virus installation, configuration and deployment to client PC's and POS systems
• Installation and configuration of receipt printers , barcode Zebra printers , hand held scanners, Customer display and swiping cards.
• Assist with the planning/management of various assigned IT related projects.
• Give training and support to POS and ERP users on new features and functionalities.
• Installation ,configuration and troubleshooting of Payroll applications like Paymanager
• Compacting and taking database backups on a regular basis.
• Troubleshooting LAN / WAN connectivity issues.
• Give technical support to Corporate Warehouse branches.
• Troubleshooting user access related issues and group policy management.
• Provide immediate solution to hand point device and hand held scanners malfunctioning..
• Maintaining and updating IT inventory.
• Installing, configuring, maintaining and customizing the desktop tools, utilities, MS Office packages.
• Develop and maintain procedures, guides, handouts, and other technical documentation as needed.

2. **IT TECHNICAL SUPPORT ENGINEER (October 6, 2006 - June 14, 2009)**

M.H.ALSHAYA TRADING COMPANY
Company Location : BAHRAIN
Department: IT DEPARTMENT
Duties/Responsibilities:
â•¢ Integral part of the I.T Operations team which operates on a 24X7 calendar
â•¢ LAN / WAN monitoring and troubleshooting.
â•¢ User administration, backend Micros database maintenance and admin
functionalities
â•¢ Installation and troubleshooting of Linux based servers.
â•¢ Setting up and configuring of Micros and IBM workstations.
â•¢ Upgrade and launching of front and back end systems at new and existing locations.
â•¢ Technical support to desktop and laptops users.
â•¢ Configuration of Cisco routers and switches.
â•¢ Maintenance of Windows based Network, inclusive of all Networking Hardware &
Software support.
â•¢ Installation and troubleshooting of Windows 2003 server.
â•¢ Enforce Organization information security standards, procedures and guidelines.
â•¢ Regular and timely backup of servers, including editing and creating of scripts for
backup
â•¢ Installation and troubleshooting of Network printers.
â•¢ Installation and troubleshooting of GFI systems at corporate warehouse.
â•¢ Electronically updating barcodes, stocks, invoices of different brands.
â•¢ Email configuration and troubleshooting of Eudora, Outlook, etc
â•¢ Antivirus installation, configuration and troubleshooting.
â•¢ Analyze sales figures and rectify issues related to it on various business related tools
like COGNOS, BO , CRYSTAL reports etc.
â•¢ Provide system design analysis based on Al-Shaya Middle East systems

Academic Qualification:

Exam Title	Concentration/Major	Institute	Result	Pas.Year	Duration	Achievement
Electronics and Communication Engineering	Electronics and Telecommunication Engineering	MANIPAL INSTITUTE OF TECHNOLOGY *[Foreign Institute]*	First Class, Marks :60%	2005	4 YEARS	BACHELORS OF ENGINEERING
Microsoft Certified professional	Windows 2003	Info Center *[Foreign Institute]*	First Division, Marks :85%	2007	-	-

Career and Application Information:

Looking For : Mid Level Job
Available For : Full Time
Present Salary : Tk. 35000
Expected Salary : Tk. 40,000
Preferred Job Category : IT/Telecommunication, Marketing/Sales
Preferred District : Anywhere in Bangladesh.
Preferred Organization Types : Design/Printing/Publishing, Computer Hardware/Network Companies, Development Agency, Electronic Equipment/Home Appliances

Specialization:

Fields of Specialization
• Active Reports
• C++/ VC++
• JavaScript

Language Proficiency:

Language	Reading	Writing	Speaking
ENGLISH	High	High	High
BENGALI	High	High	High
HINDI	High	High	High

Personal Details :

Father"s Name   : Mohammed Ali
Mother"s Name   : Zaheda Ali
Date of Birth   : April 7, 1982
Gender   : Male
Marital Status   : Single
Nationality   : Bangladeshi
Religion   : Islam
Permanent Address : 288 , Ananya , Jubilee Road , Enayet bazaar , Chittagong , Bangladesh
Current Location : Chattogram

Reference (s):

Name   : MANMOHAN BHAT
Organization   : OMAN SALES AND SERVICES
Designation   : IT MANAGER
Address   : OMAN
Phone (Off.)   :
Phone (Res.)   :
Mobile   : 99103743
EMail   :
Relation   : Professional