**Baderuddin**

Master of Business Administrator graduate with over 8+ years of expertise in Focus ERP & Centra CRM Implementation, Business Analyst & Support Assistance.

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|  | Baderuddin-394585@2freemail.com  |  |
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| --- | --- | --- | --- |
| Key Skills |  | Profile Summary |  |
| Centra CRM Implementation |  | Manage the development and enhancement of the Enterprise Resource |  |
|  | Planning (Focus ERP) and Customer Relationship Management (Centra |  |
|  |  |  |
| Focus ERP Implementation |  | CRM) by defining the system application like Procurement, Inventory, |  |
|  | Finance & Sales, Marketing & Service Management, Real Estate |  |
|  |  |  |
| Point of Sales (Focus POS) |  | Management, Fleet Management & Garage Management System |  |
|  | Design architecture and interfaces of default system application like Sales, |  |
|  |  |  |
| Business Analyst |  | Marketing & Service |  |
|  | Gather user requirements, design workflows needed to support the |  |
|  |  |  |
| Software Development Life Cycle |  | implementation as well supervise and to ensure that the go-live is executed |  |
|  | within the given timeline, budgets and targets |  |
|  |  |  |
| Installation of Server & Equipment |  | Oversee development of specifications in line with defined and approved |  |
|  | business requirements and ensure that the solutions / configurations are |  |
|  |  |  |
| Technical Support |  | designed and usefulness |  |
|  | Skilled at providing Focus ERP and Centra CRM implementation and |  |
|  |  |  |
| Training Management |  | support (Procurement, Inventory, Finance, Sales, Marketing Service and |  |
|  | Property Management system |  |
|  |  |  |
| Team Building & Leadership |  | Implementation done on various multiple segments (Trading, Facility & |  |
|  | Property Management, Facility Management, Fleet Management system |  |
|  |  |  |
|  |  | etc.) |  |
|  |  | Introductory meeting with Client for planning of SRS (System Requirement |  |
|  |  | Specifications) |  |
|  |  | Understanding Client Business requirements and study of each Process |  |
|  |  | Documentation and Gaps analysis of System Required Specifications |  |
|  |  | Mapping Business Process into Focus ERP & Centra CRM System |  |
|  |  | Sending SRS Schedules and documented SRS to Client for Approval |  |
|  |  | Once the SRS is approved, preparing the Schedule for Implementation |  |
|  |  | Providing training and troubleshooting of Focus ERP & Centra CRM system |  |
|  |  | Assisting and guiding Implementers while Implementation |  |
|  |  | Solving issues while Implementation |  |
|  |  | Integrated Focus ERP software on different version like Focus RT, Focus7, |  |
|  |  | Focus8 & Focus Web |  |
|  |  | Reporting the progress of Implementation to the Senior Management |  |



 Career Timeline



|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  |  |  | *,* | *Singapore* |  |
| *Hyderabad Marketing (Distributor* |  | *India* | *as a* | *as a Senior ERP Consultant* | *&* |  |
| *for FMCG* | *Hyderabad,* |  |
| *products) Hyderabad,* |  | *Support* | *Business Analyst* |  |  |
|  | *Customer* |  |  |  |
| *India as a System Administrator* |  |  |  |  |  |  |
|  | *Executive* |  |  |  |  |  |  |
| *2004 - 2007* | **2007-2010** |  |  |  | ***2012 - 2013*** | **2013 till date** |  |

**2010-2012**

*Doha,*

*Qatar as a Senior CRM & ERP*

*Analyst*

*Hyderabad, India as an*

*ERP Consultant*



 Soft Skills



|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  |  |  | Communicator | Planner |  |
| Change Agent |  |
|  |  |  |

Collaborator Motivator



 Work Experience

**Feb’ 2013 till date**

**Doha, Qatar as ERP & CRM Implementation & Analyst**

**Role:**



Performing full performance level work, analysing, refining and documentation the business requirement of customer included in the development , Implementation and production of Customer Relationship Management (Centra CRM) and Integrated Enterprises Resource Planning (Focus ERP)



Create functional and technical specification for Focus ERP system to meet business requirement while ensuing the Integrity of the technical flow design using Visio



Understanding the Business requirement and study of each business process Documentation and Gaps analysis of system requirement study (SRS) / Business requirement documents



Implementation of Focus ERP / Centra CRM system based on the Client’s requirement



Mapping Business Process flow into Focus ERP / Centra CRM system Solving issues while Implementation



Implementation done on various multiple segments like (Trading, Manufacturing, Production, Engineering and Iron & Steel Etc.)



Reporting the progress of Implementation to the Senior Management



Designing reports in Focus ERP & Centra CRM as per the requirements provided by client using in-build reporting tools





 Achievements



Delivered the

delayed project

of Focus ERP

implementation

Setting up,

designing,

customizing on

Focus ERP &

Centra CRM

Conducted

User’s training

of 30 resources

Implementation

and Support

Assistance

**Feb’ 2012 – Jan’ 2013**

**Singapore as Senior ERP Consultant & Business Analyst**

**Role:**



Understanding the Business requirement and study of each business process Documentation and Gaps analysis of system requirement study (SRS) / Business requirement documents



Implementation of Focus ERP system based on the Client’s requirement Mapping Business Process flow into Focus ERP system Solving issues while Implementation



Reporting the progress of Implementation to the Senior Management



Designing reports in Focus ERP as per the requirements provided by client using in-build reporting tools



**Aug’ 2010 – Feb’ 2012**

**Hyderabad, India as ERP Consultant**

**Role:**



Implemented of Focus ERP system based on the client requirement



Installation and maintained Focus ERP system for functional accounting purpose.



Developed and executed ERP system programs.



Participated in understanding of functional specifications and business requirements



Supported product customizations and suggested ERP upgrades



Conducted training sessions regarding Focus ERP system processes



Documented business process flows and configured Focus ERP system application



Reviewed and reported customer requirements for gap analysis.



**July’ 2007 – July’ 2010**

**, Hyderabad, India as Customer Support Executive**

**Role:**



Implementation of Wings Accounting Software at Client’s place Providing training and trouble shooting of Wings Software Understand & map client's requirements and provide solutions. Revenue Generation through up gradation and ASC collections Meeting deadlines without compromising quality norms



Participating in proposal discussions, negotiations and follow-up till successful closure of the deal



**Sep’ 2004 – June’ 2007**

**Hyderabad, India as System Administrator**

**Role:**



Administrating the Wings 2000 Pro (A/c & Inventory Software) Training new recruits in the organization on Wings Trouble shooting



**Technical Skills:**

**Database Tools:**

Microsoft SQL Server2005, 2008, 2008 R2, 2012R2 & 2014

**Enterprises Technology:**

Microsoft Dynamics , Focus ERP & Centra CRM



 Certification



 Education



Personal Details

**Achievements:**



Successfully delivered the delayed project of ERP implementation by gathering functional requirement of all the modules and was acknowledged for the same Credit of setting up, designing, customizing Focus on ERP system as Project Lead Conducted User’s training of 30 number of resources on Proper usage of ERP



Diploma in Computer Application (DCA) in MS Office & Accounting Packages Diploma in Hardware Engineering & Networking



Course Certificate in Microsoft Dynamics CRM from Aads Education



Master of Business Administrator (M.B.A.) in 2005 B.Com. from Osmania University, Hyderabad, India in 2003



Intermediate from Board of Intermediate Education, Hyderabad, India in 2000 10th (SSC) from Secondary School Certification in 1997



Date of Birth: 4th April 1981



Nationality: Indian



Passport Details: Expiry (28th January 2025)



Visa Details: Residence Visa - Focus Sponsorship (Company)





Driving License Details: Qatar & India



Marital Status: Married



No. of Dependents: 2



