NIDAL M. AWARTANY

Senior IT Professional
Solutions Architect
Business-IT Enabler

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🏳 Jordanian
📍 Jordan

POSITION SOUGHT: CIO, CTO, IT Director, IT Manager, Solutions Architect, IT Project Manager, IT Consultant

Highly competent senior IT professional and solutions architect motivated by results with a strong foundation in solution architecture and a track record of completing challenging IT projects, having a strong aptitude for analyzing business needs and designing novel solutions that support business objectives and goals.

Adept at aligning IT operations with business strategy to drive efficiency, profitability, scalability, and performance, and dedicated to driving business transformation and enhancing operational efficiency by implementing cutting-edge technology while combining technical proficiency with a strategic mindset.

✳ OVERVIEW

- Proven experience building and leading large-scale multisite and multinational IT infrastructure across different industries.

- Leadership expertise in driving technological methodologies, implementation of business applications (ERP, CRM, HRMS, POS), project management, contracting, risk management, technology transformation and consolidation, progress tracking, and analysis.

- Wealth of knowledge and experience to seamlessly guide businesses through the digital transformation process.

- Solution Architect of Dynamics 365 solution (Finance, Supply Chain Management, Sales, HR, Field Force, and Marketing) and Microsoft Power Platform.

- Worked in and provided advice on various industries, including pharmaceutical manufacturing, food manufacturing, apparel manufacturing, communications, maritime, livestock, real estate, electronics retail, and tourism.

- Record of nine successful implementations of Microsoft Dynamics ERP and four other different ERP implementations.

COMPETENCIES

- Strategic Planning
- Digital Transformation
- IT Governance
- Project Management
- Change Management
- Budgeting & Forecasting
- Business-IT Enablement
- DevOps philosophy

- Solutions Architecture
- Business Analysis
- Infrastructure Management
- IT Operations & Execution
- Dynamics ERP (D365 & AX)
- Power Platform, Office 365
- Data Analytics
- Information Security

EXPERIENCE ASPECTS

Information Technology • Solutions Architecture • Business Analysis

TIMELINE

Jul. 2014 • [9½ Years]
IT Consultant &
Solutions Architect
Lore Essence IT Consultancy

Apr. 2012 • [2¼ Years]
Group IT Manager &
ERP Project Manager
Hijazi & Ghosheh Group

Apr. 2011 • [1 Year]
IT Consultant &
Solutions Architect
Lore Essence IT Consultancy

Jun. 2010 • [1 Year]
Assistant General Manager
United Pharmaceuticals
Chief Information Officer
Almunjed Group

Aug. 2007 • [3 Years]
IS Manager &
ERP Project Manager
United Pharmaceuticals
Chief Information Officer
Almunjed Group

Aug. 2004 • [3 Years]
IT Manager
United Pharmaceuticals

Nov. 1993 • [11 Years]
System Administrator
United Pharmaceuticals

Sep. 1992 • [1 Year]
Computer Operator
Dhook Trading

Mar. 1992 • [½ Year]
Computer Lab. Supervisor
Jafa Electronics

Sep. 1991 • [½ Year]
Computer Supervisor
Stars Tourism

Lore Essence IT Consultancy
Jordan

LoreEssence
IT CONSULTANCY

| **IT Consultant & Solutions Architect** | Jul 2014 – Now ◦ **[9½ Years]** |

ROLE:

- Assist businesses in constructing the appropriate IT infrastructure (Hardware, Software, Services, People) in alignment with the business's overall goals and objectives.
- Help businesses select suitable ERP, CRM, and HRMS solutions.
- Architect and manage the implementation of ERP, CRM, and HRMS projects from kicking off to signing off.
- Help businesses move IT infrastructure from a cost center to a strategic asset (Infrastructure Optimization).
- Advise businesses on how to use Information Technology to meet their business objectives.
- Assist businesses in becoming digital enterprises by adopting digital technologies in all business areas.

> Lore Essence, which was founded by me in 2011, is an IT consultancy bureau that specializes in strengthening businesses by enabling technology into the business.

ACHIEVEMENTS:

Project: FURAT MINERAL WATER MFG. CO., MISRATA - LIBYA
- Established clear and measurable IT objectives aligned with the overall business goals.
- Conducted a thorough analysis of the existing IT infrastructure.
- Evaluated current IT infrastructure scalability and flexibility.
- Architected and implemented an ERP & SCM solution tailored to aqua manufacturing processes.
- Developed a comprehensive disaster recovery plan to ensure minimal disruption in case of failures.
- Encourage collaborative culture using shared documents, project management tools, and virtual meetings.

Project: SERENDIPITY BAKERY & CAFE CORP., MASQAT - OMAN
- Architected and implemented POS, inventory management, and Finance systems.
- Implemented an online order-management system, and integrated a digital payment solution.
- Built an online presence to showcase products, display the menu, and allow customers to place orders online.
- Architected analytics tools to gather data on sales, customer behavior, and website traffic.
- Utilized social media channels to engage with customers, share updates, run promotions, and gather feedback.

Project: JORDANIAN SHARIA LAWYERS ORG., AMMAN - JORDAN
- Built visual identity, online presence, and emailing system.

Project: ARGO APPAREL MFG. INC., BROOKSVILLE, FLORIDA - USA
- Architected Dynamics 365 solution (Finance, Supply Chain Management, and Sales) and Microsoft Power BI by developing a strategic road-mapping, and a solution design.
- Controlled time, cost, and resources that affect the implementation process.
- Managed Argo's technological team and vendor's delivery teams about the implementation process.

Project: SANABEL BREAD MFG. CO., AMMAN - JORDAN
- Built the company strategy.
- Provided recommendations for suitable IT infrastructure and cloud services.
- Provided recommendations for suitable IT systems (Inventory, Purchasing, Sales, Payroll, and Field Force).
- Created the brand of the company (logo, theme, packaging materials, showroom stands).
- Created manufacturing processes, raw materials requirement plans, and sales plans to achieve planned goals.
- Created SOPs for Production, Inventory, and Security and safety.
- Provided advice to the company to comply with active regulations/laws.

Project: INBISH CO., AMMAN - JORDAN
- Contributed to building the company strategy.
- Supervised the company's progress and contributed to drawing up the overall plan.
- Providing recommendations for suitable IT infrastructure and cloud services.
- Managing the development and function of the company's core application (Android app and IOS app).
- Controlled CAPEX & OPEX of the company.
- Provided advice to the company to comply with active regulations/laws.

Project: SMARTBUY CO., AMMAN - JORDAN
- Evaluated the current situation of the recently implemented Dynamics AX ERP with Retail POS.
- Executed a transformation plan of the operational retail system (15-year-old DOS-based) to Dynamics AX ERP.
- Provided recommendations on transforming historical data of the operational retail system (15-year-old) from DOS OS to Windows OS (Microsoft SQL Server DB).

Project: MANASEER READY-MIX CO., AMMAN - JORDAN
- Evaluated the current situation of the recently implemented Dynamics AX ERP.
- Conducted a health check of the operational status of this Dynamics AX ERP.

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Project: NASSIM DADA & PARTNERS CO., AMMAN - JORDAN
- Evaluated IT infrastructure (Hardware, Software, Services, People) then issued a report of recommendations.
- Decided on a suitable ERP system and HRMS system, and then created an RFP document.
- Analyzed and evaluated received proposals then selected ERP implementer.
- Led the implementation of Dynamics AX 2012 R3 ERP and HRMS projects.
- Architected the integration between services and maintenance system with Dynamics AX 2012.
- Architected the integration between order-taking and field force system with Dynamics AX 2012.
- Managed the after-signoff project phase (six months) to ensure the use of all systems (ERP, HRMS, Service & Maintenance, Order Taking & Field Force) as expected by the business.

Project: ADEN REFINERY COMPANY (ARC) CO., ADEN - YEMEN
- Analyzed and evaluated three previously received different ERP proposals.
- Evaluated IT infrastructure (Hardware, Software, Services, People) then issued a report of recommendations.
- Selected a suitable ERP system and created a roadmap for its implementation.
- Prepared RFP documents for selected ERP to be sent to the implementers.

🏛 Hijazi & Ghosheh Group

Jordan, Emirates, Kuwait, Algeria, Turkey, Uruguay, Brazil, Australia

Group IT Manager & ERP Project Manager   Apr 2012 – Jun 2014 ◦ [2¼ Years]

ROLE:

- Build IT infrastructure (Hardware, Software, Services, People) across the group (46 companies dispersed over five continents) and the marine fleet (12 livestock shipping vessels).
- Build a data center to serve all companies of the group.
- Build a Disaster Recovery data center to serve all group companies.
- Connect all group companies around the world to one data center.
- Implement Dynamics AX 2012 ERP across the group.
- Establish central IT management to serve and support group companies and marine fleets.
- Build a unified communication email system for all companies in the group.
- Manage IT initiatives across the group and the marine fleet.

> Hijazi & Ghosheh Group consists of 46 companies around the globe and owns 12 vessels of livestock shipping.
>
> It is specialized mainly in maritime, farming, livestock, food manufacturing, and trading.

ACHIEVEMENTS:

- Built a central data center in the headquarters designed on virtualization technology.
- Built disaster recovery data center in Abu Dhabi, UAE designed on virtualization technology.
- Built IT infrastructure in 14 sites around the world.
- Established central IT management to serve and support all group companies.
- Architected and implemented central Dynamics AX 2012 R2 ERP in 5 out of 46 companies.
- Built a unified communication email system to serve all group companies.
- Managed and supported information systems operated in the marine fleet (Payroll, Inventory, and Purchasing).

🏛 Lore Essence IT Consultancy

Jordan

IT Consultant & Solutions Architect   Apr 2011 – Apr 2012 ◦ [1 Year]

ROLE:

- Assist businesses in constructing the appropriate IT infrastructure (Hardware, Software, Services, People) in alignment with the business's overall goals and objectives.
- Help businesses select suitable ERP, CRM, and HRMS solutions.
- Architect and manage the implementation of ERP, CRM, and HRMS projects from kicking off to signing off.
- Help businesses move IT infrastructure from a cost center to a strategic asset (Infrastructure Optimization).
- Advise businesses on how to use Information Technology to meet their business objectives.
- Assist businesses in becoming digital enterprises by adopting digital technologies in all business areas.

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ACHIEVEMENTS:

Project: PIONEER PHARMA MFG. CO., SULAIMANIYAH - IRAQ
- Evaluated IT infrastructure (Hardware, Software, Services, People) then issued a report of recommendations.
- Selected a suitable ERP system, then prepared a roadmap for implementation.
- Prepared RFP document of the chosen ERP to be sent to implementers.
- Analyzed and evaluated received proposals then selected ERP implementer.

Project: CENTRAL ELECTRICITY GENERATING CO., AQABA - JORDAN
- Implemented a central GPS clock to provide accurate and synchronized time to four electricity-generating stations under different platforms (HP UNIX, Windows Server 2003, Windows Server 2008).

Assistant General Manager — Jun 2010 – Apr 2011 ◦ **[1 Year]**

ROLE:
- Lead strategic technological planning to achieve business goals by prioritizing technology initiatives.
- Participate in planning enterprise objectives to enable the deployment and management of current and future technologies.
- Establish a Supply Chain department, unify, and integrate all processes between Purchasing, Sales, Warehouses, and Production departments.
- Control all operations that influence the manufacturing cycle: Supply Chain, Quality Control, Quality Assurance, and Regulatory Affairs by acting as the operations coordinator between them.
- Develop and deploy IT budgeting.

> United Pharmaceuticals is a big pharmaceutical industrial company based in Amman, Jordan.
>
> United Pharmaceuticals was established in 1989 and had a working capital of $25M.

ACHIEVEMENTS:
- Moved IT infrastructure investment of United Pharmaceuticals (UP) from the basic level (cost center) to the dynamic level (strategic asset) by ensuring UP's Infrastructure Optimization (IO). UP was able to realize the full value of its IT infrastructure investments and establish IT as a strategic business asset.
- Involved IT in business and manufacturing, controlling expenditure, and developing appropriate IT capabilities.
- Established the Supply Chain department in United Pharmaceuticals and deployed an integrated system between all concerned departments depending on Dynamics AX ERP.
- Reduced materials expenditures by determining low and fast-moving materials.
- Participated in determining 20/80 products by combining operational, financial, and marketing prospects.

IS Manager & ERP Project Manager — Aug 2007 – May 2010 ◦ **[3 Years]**

ROLE:
- Develop an IT strategy.
- Perform gap analysis between business and IT strategy then develop a strategic IT plan.
- Lead ERP project implementation process and oversee IT-related undertakings including clear capture of business requirements, functional deliverables, milestones, and project sign-off.
- Develop, implement, monitor, and control IT Policies and Procedures.
- Ensure that applicable project management practices are followed throughout project lifecycles.
- Direct IT department and manage IT budgeting to accomplish corporate goals and objectives.
- Review future IT plans for software and hardware requirements and calculate the total cost of ownership (TCO).
- Oversee Microsoft enterprise licensing agreement, and evaluate Microsoft software annual expenditure.
- Manage service level agreements (SLA) and monitor suppliers' quality of service (QoS).

ACHIEVEMENTS:
- Implemented Microsoft Dynamics AX ERP at United Pharmaceuticals, in 2009 in record time by taking into consideration the multifarious aspects and complexity of the pharmaceutical industry.
- Saved 40% of maintenance and fuel expenditures of the car fleet by implementing a fleet management system.

IT Manager — Aug 2004 – Aug 2007 ◦ **[3 Years]**

ROLE:
- Plan, develop, and manage all IT operations, systems, and support throughout the company.
- Direct and facilitate IT strategic and tactical planning.
- Research, design, and implement the appropriate technologies to support and improve corporate communications, access to information, and end-user productivity.
- Hire and supervise a skilled team of IT professionals; guide the professional development of IT personnel.
- Manage budget for technology, IT services, and IT team members.
- Liaise with vendors and service providers to ensure the efficient and cost-effective acquisition of technology purchases; warranties and service agreements.
- Manage support computerized machines/devices, and participate in IQ/OQ document preparation.
- Settle backup and disaster recovery plans and procedures.
- Stay informed on new or emerging trends and technologies that provide clear benefits to the business.
- Install and deploy needed communication frameworks between business units.

ACHIEVEMENTS:
- Expanded data center and infrastructure to serve all business units.
- Played a key role in preparing the corporate identity manual and corporate packaging manual.
- Eliminated the time needed in the calibration process of packaging machines by reducing varieties in sizes of medicines' outer boxes.
- Built a technical support division to solve users' technical issues and maintain hardware, software, and services in-house as much as possible to save time and cost.

- Emphasized information orientation inside the company between users and conducted training sessions from time to time according to corporate needs.
- Upgraded business LAN network cabling, fiber optics, switches, routers, servers, and various network devices.
- Planned and installed various modules (hardware and software) across the company.

System Administrator   Nov 1993 – Aug 2004 ◦ **[11 Years]**

ROLE:
- Install, configure, and administer Windows Server, Exchange, ISA, SharePoint, and SQL Server.
- Administer domain names, websites, Active Directory, DNS, DHCP, etc.
- Administer and plan network (LAN, WAN, WI-FI, VPN) and tune network bandwidth.
- Control system's backup and recovery.
- Protect IT Systems from viruses, hacking, and spyware.
- Administer, and tune databases (SQL Server, Exchange, and Oracle).
- Oversee installed hardware and software inventory.
- Configure and control technical devices such as PCs, servers, routers, switches, PBXs, Time attendance devices, door security devices, CCTVs, DICTs, SANs, etc.

ACHIEVEMENTS:
- Built archiving, document control, and automated fax systems.
- Installed and implemented an IT security policy that prevented any data leakage or time-wasting.
- Developed an application using FoxPro to manage drug accelerated stability studies for the R&D dept.
- Computerized many processes in Production, Warehousing, Purchasing, R&D, QC, QA, and RA departments.

🏛 Almunjed Group
Jordan, Emirates, Canada

Chief Information Officer (CIO)*   Aug 2007 – Apr 2011 ◦ **[4 Years]**

ROLE:
- Lead the portfolio management of the Group's IT.
- Lead strategic technological planning, and business initiatives, to achieve business goals.
- Initiate the ERP project implementation process at Concept FZE Dubai Co. and oversee IT-related undertakings including clear capture of business requirements, functional deliverables, milestones, and project sign-off.
- Ensure and support business unit managers to deploy IT services efficiently.
- Develop and deploy IT budgeting for the group.
- Participate in preparing the group's objectives and goals to enable the processing and deployment of information.
- Optimize and utilize the infrastructure of the IT in the group.

> ** Along with prior roles.*
>
> I was asked by Almunjed Group to be the CIO of the group of companies in addition to my current role at United Pharmaceuticals.
>
> The Almunjed Group is owned by one of three proprietary partners of United Pharmaceuticals, namely Munjed Sukhtian, President of the United Pharmaceuticals.

ACHIEVEMENTS:
- Implemented ARGUS ERP at Concept Syrup Mfg. FZE, Dubai in 2009.
- Built the IT infrastructure at Concept FZE Dubai.
- Planned and developed the networking and communication systems for Creative Tours Co., Amman.
- Planned and developed the networking and communication systems for Emmar Real Estate Co., Amman.
- Implemented billing system (Highdeal) at Syntagma Networks Co., Vancouver, Canada.

🏛 Dhook Trading

Computer Operator   Sep 1992 – Sep 1993 ◦ **[1 Year]**

ROLE:
- Perform computerized office operations, faxing, calculations, and analysis.
- Control inventory system of goods found at the Zarqa free zone store.

🏛 Jafa Electronics

Computer Lab. Supervisor   Mar 1992 – Sep 1992 ◦ **[½ Year]**

ROLE:
- Supervise, maintain, and operate six computers that form the company's lab.

🏛 Stars Tourism

Computer Supervisor   Sep 1991 – Mar 1992 ◦ **[½ Year]**

ROLE:
- Perform computerized office operations, faxing, calculations, and analysis.

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🎖 TRAINING & CERTIFICATES

Microsoft Certified: Dynamics 365 Fundamentals (ERP)   [8 hours, Mar 2023]
Microsoft Learn, Redmond, USA
- Explore the core capabilities of Dynamics 365 finance and operations apps (1 hour)
- Learn the fundamentals of Dynamics 365 Finance (2 hours)
- Learn the fundamentals of Dynamics 365 Supply Chain Management (2 hours)
- Learn the fundamentals of Dynamics 365 Commerce (1 hour)
- Learn the fundamentals of Dynamics 365 Human Resources (1 hour)
- Learn the fundamentals of Dynamics 365 Project Operations (1 hour)

Architect solutions for Dynamics 365 and Microsoft Power Platform   [4 hours, Mar 2023]
Microsoft Learn, Redmond, USA
- Becoming a solution architect for Dynamics 365 and Microsoft Power Platform
- Discover customer needs as a Solution Architect for Dynamics 365 and Microsoft Power Platform
- Propose a solution as a Solution Architect for Microsoft Power Platform and Dynamics 365
- Work with requirements for Microsoft Power Platform and Dynamics 365
- Perform fit gap analysis

Project Management Professional (PMP)   [70 hours, May 2022]
Metanoia Training and Consulting, Amman, Jordan
- PMI PMBOK Guide 6th Edition (55 hours)
- AGILE Practice Guide (15 hours)

Microsoft Certified System Engineer (MCSE)   [112 hours, Jul 2003]
Webmasters Training Center, Amman, Jordan
- Microsoft Windows 2000 Network & Operating System Essentials – MCSE 2151 (24 hours)
- Implementing Microsoft Windows 2000 Professional & Server – MCSE 2152 (8 hours)
- Implementing a Microsoft Windows 2000 Network Infrastructure – MCSE 2153 (20 hours)
- Implementing & Administering Microsoft Windows 2000 Directory Services – MCSE 2154 (20 hours)
- Designing a Microsoft Windows 2000 Networking Services Infrastructure – MCSE 1562 (16 hours)
- Implementing & Managing Microsoft Exchange 2000 – MCSE 1572 (12 hours)
- Deploying & Managing Microsoft ISA Server 2000 – MCSE 2159 (12 hours)

Microsoft Certified Professional (MCP), ID: B802-7939   [May 2003]
Microsoft Corporation, Redmond, USA

Hacking & IT Security   [15 hours, Dec 2001]
Middle East Academy for Applied Sciences, Amman, Jordan

Oracle   [117 hours, Jun 2000]
International Training & Consulting Center (ITCC), Amman, Jordan
- Introduction to Oracle 8 (24 hours)
- Triggers & Procedures for Developers (9 hours)
- Oracle Developer Forms (45 hours)
- Oracle Developer Reports (15 hours)
- Oracle Database Administration, DBA (24 hours)

Sun Solaris Operating System   [27 hours, Feb 2000]
STS Training Center, Amman, Jordan
- Introduction to UNIX (12 hours)
- Sun Solaris Administration (15 hours)

🎓 EDUCATION

Bachelor of Science in Computer & Computer Information Systems (CS & CIS)   [Jun 2002]
Philadelphia University, Jerash, Jordan

Diploma (Associate Degree) in Programming & System Analysis   [Jun 1991]
National College, Amman, Jordan

🎧 LANGUAGES

Arabic

English

👑 CREDIT

Navigate **https://nidal.pro/credit** *to read the full story.*

🌐 https://nidal.pro
🔗 https://linkedin.com/in/nidalawartany