

NIDAL M. AWARTANY

Senior IT Professional, Business-IT Enabler



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POSITION SOUGHT

CIO • CTO • IT Director • IT Manager • IT Consultant • ERP Project Manager

OVERVIEW

- * Senior IT professional with 30 years of experience in the field of Information Technology that includes:
 - **6** years in **an executive** position.
 - **10** years in **a managerial** position.
 - **8** years in providing IT consultancies.
 - Long experience in **a manufacturing** environment.
 - Good experience in **maritime** companies.
- * Leadership expertise in driving technological methodologies, implementation of business applications (ERP, CRM, HRMS, POS), project management, contracting, risk management, technology transformation & consolidation, progress tracking & analysis.
- * Proven experience in **building** and **leading** large-scale multisite & multinational IT Infrastructure in different industries.
- * Seven successful **implementations** of Dynamics AX ERP.
- * Worked with industries such as pharmaceuticals manufacturing, food manufacturing, communications, maritime, livestock, real estate, electronics retail, and tourism.

MANAGERIAL COMPETENCIES

- Strategic Planning
- Budgeting & Forecasting
- Project Management
- Operations Management
- Contract & Vendors Management
- ERP, CRM Management
- IT Governance
- Policy & Procedures
- Information Security
- System Availability & Reliability
- Staff Recruitment, Induction
- Training & Development

TECHNICAL COMPETENCIES

- Backup & Disaster Recovery
- Messaging & Collaboration
- Unified Threat Management
- VB.net, Visual FoxPro, VBA
- Windows, Solaris, Linux, OSX
- Dynamics AX ERP
- SQL Server, Oracle DB
- Clustering, Virtualization
- LANs & WANs, VPNs
- VOIP, PBX, DICT, CCTV

LANGUAGES

- Arabic
- English

TIMELINE

8 Years Jul. 2014 ↑

IT Consultant

2¼ Years Apr. 2012 ↑

Group IT Manager

1 Year Apr. 2011 ↑

IT Consultant

1 Year Jun. 2010 ↑

**Assistant General Manager
Chief Information Officer**

3 Years Aug. 2007 ↑

**IS Manager
Chief Information Officer**

3 Years Aug. 2004 ↑

IT Manager

11 Years Nov. 1993 ↑

System Administrator

1 Year Sep. 1992 ↑

Computer Operator

½ Year Mar. 1992 ↑

Computer Lab. Supervisor

½ Year Sep. 1991 ↑

Computer Supervisor



WORK EXPERIENCE

❖ LORE ESSENCE

Jordan



IT Consultant - Founder

Jul 2014 – Now ◦ [8 Years]

ROLE:

- Help businesses to build suitable IT infrastructure (Hardware, Software, Services, & People).
- Provide businesses with IT consulting services on how to 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.
- Help businesses select ERP software and provide a detailed roadmap on how to implement it.
- Manage ERP implementation projects from kicking off to signing off.
- Provide help and support to businesses in various technical and managerial aspects.

ACHIEVEMENTS:

Project: SANABEL BREAD CO., AMMAN - JORDAN

- Contributed to establishing the company strategy.
- Provided recommendations of suitable IT infrastructure.
- Provided recommendations of suitable IT systems (Inventory, Purchasing, Sales, Payroll, and Field Force).
- Provided recommendations of suitable cloud services.
- 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 & Safety.
- Provided advice to the company to comply with active regulations/laws.

Project: INBISH CO., AMMAN - JORDAN (the company's advisor)

- Contributed to establishing the company strategy.
- Providing advice to the company to comply with active regulations/laws.
- Controlling CAPEX & OPEX of the company.
- Overseeing the progress of the company and contributing to drawing the overall plan.
- Providing recommendations of suitable cloud services.
- Managing the development and function of the company's core application (Android app and IOS app).

Project: SMARTBUY CO., AMMAN - JORDAN

- Evaluated the current situation of recently implemented Dynamics AX ERP with Retail POS.
- Initiated a transformation plan of the operational retail system (15-yrs old DOS-based) to Dynamics AX ERP.
- Provided recommendations on transforming historical data of the operational retail system (15-yrs old) from DOS OS to Windows OS (Microsoft SQL Server DB).
- The project stopped after 14 weeks because of the COVID-19 pandemic.

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.

Project: NASSIM DADA & PARTNERS CO., AMMAN - JORDAN

- Evaluated IT infrastructure (Hardware, Software, Services, & People) then issued a report of recommendations.
- Selected a suitable ERP system and suitable HRMS System.
- Prepared RFP document for selected ERP system to be sent to implementers.
- Analyzed and evaluated received proposals then selected ERP implementer.
- Led the implementation process of the Dynamics AX 2012 R3 ERP project and HRMS project.
- Contributed to building an integration between services & maintenance system with Dynamics AX 2012.
- Contributed to building an integration between order taking & field force system with Dynamics AX 2012.
- Managed the **after-signoff project phase** (six months) to assure using all systems (ERP, HRMS, Service & Maintenance, Order Taking & Field Force) as expected by the business.

Project: ADEN REFINERY COMPANY (ARC), 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, then prepared a roadmap of implementation.
- Prepared RFP documents for selected ERP to be sent to implementers.

❖ HIJAZI & GHOSHEH GROUP

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



Group IT Manager

Apr 2012 – Jun 2014 ◦ [2¼ Years]

ROLE:

- Build IT infrastructure (Hardware, Software, Services, & People) across the group (46 companies on 5 continents) and the marine fleet (12 livestock shipping vessels).
- Build Datacenter to serve all companies of the group.
- Build a Disaster Recovery Datacenter to serve all companies of the group.
- Connect all companies of the group around the world to one data center.
- Implement Dynamics AX 2012 ERP across the group.
- Establish central IT management to serve & support group companies and marine fleet.
- 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.

Hijazi & Ghosheh is specialized mainly in maritime, farming, livestock, food manufacturing, and trading.

ACHIEVEMENTS:

- Built Central Datacenter in the headquarter designed on virtualization technology.
- Built DR Datacenter 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.
- 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

Jordan



IT Consultant – Founder

Apr 2011 – Apr 2012 ◦ [1 Year]

ROLE:

- Help businesses to build suitable IT infrastructure (Hardware, Software, Services, & People).
- Provide businesses with IT consulting services on how to 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.
- Help businesses select ERP software and provide a detailed roadmap on how to implement it.
- Manage ERP implementation projects from kicking off to signing off.
- Provide help and support to businesses in various technical and managerial aspects.

ACHIEVEMENTS:

Project: PIONEER PHARMA 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 of implementation.
- Prepared RFP documents for selected ERP to be sent to implementers.
- Analyzed and evaluated received proposals then selected ERP implementer.

Project: CENTRAL ELECTRICITY GENERATING CO., AQABA - JORDAN

- Implemented 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).

❖ UNITED PHARMACEUTICALS

Jordan



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 **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 established in 1989 with 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).
This enabled UP to realize the full value of its IT infrastructure investments and established IT as a strategic business asset.
- Involved IT in business and manufacturing considering controlling expenditure and developing appropriate IT capabilities.
- Established 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 & fast-moving materials.
- Participated in determining **20/80 products** by combining operational, financial, and marketing prospects.

IS 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 & objectives.
- Review future IT plans for software & 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 the quality of service (QoS) provided by suppliers.

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 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 & 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 to facilitate and quicken communication between business units.
- Assist in the writing of RFPs, and RFQs.
- Plan and deploy end-user training.

ACHIEVEMENTS:

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

System Administrator

Nov 1993 – Aug 2004 ◦ [11 Years]

ROLE:

- Install, configure, and administer Windows Server, Exchange, ISA, SharePoint, 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 & recovery.
- Support & troubleshoot users, and manage privileges & permissions.
- 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 strict security policy** that prevented any data leakage or time-wasting.
- Developed an application using FoxPro to manage **drugs 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 portfolio management of the Group's IT.
- Lead strategic technological planning, and business initiatives, to achieve business goals.
- Lead 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 units managers to deploy IT services efficiently.
- Develop and deploy IT budgeting for the group.
- Participate in the preparation of enterprise objectives to enable the processing and deployment of information.
- Optimize infrastructure of the IT in the group and ensure optimum utilization of the technology.

** Simultaneously, with previously mentioned positions.*

Almunjed Group asked me to be the CIO of the group of companies in addition to my role at United Pharmaceuticals.

Almunjed Group is owned by one of the three brothers who own United Pharmaceuticals; Munjed Sukhtian, chairman of United Pharmaceuticals.

ACHIEVEMENTS:

- Implemented ARGUS ERP at Concept FZE, in 2009. Concept FZE is a big industrial company for dates syrup & paste based in Jebel Ali, Dubai.
- Built the IT infrastructure at Concept FZE Dubai.
- Planned networking and communication systems for Creative Tours Co., Amman.
- Planned networking and communication systems for Emmar Real Estate Co., Amman.
- Implemented billing system (Highdeal) at Syntagma Networks Co., Vancouver, Canada.

❖ **DHOOK TRADING**

Jordan

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**

Jordan

Computer Lab. Supervisor

Mar 1992 – Sep 1992 ◦ [½ Year]

ROLE:

- Supervise, maintain & operate six computers that form the company's lab.

❖ **STARS TOURISM**

Jordan

Computer Supervisor

Sep 1991 – Mar 1992 ◦ [½ Year]

ROLE:

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

EDUCATION

- **Bachelor of Science in Computer & Computer Information Systems (CS & CIS)** [Jun 2002]
Philadelphia University, Jerash, Jordan
- **Diploma in Programming & System Analysis** [Jun 1991]
National College, Amman, Jordan

TRAINING & CERTIFICATES

- **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)

CREDITS

Navigate <https://nidal.awartany.com/credits> to read the full story.

- Speaker at "Software Validation" workshop, April 2019, Dead Sea, Jordan.
- Speech at the conference on "activation of the technology in the industry", April 2014, Jordan.
- Microsoft Case Study, United Pharmaceuticals Project, February 2010
"Pharmaceutical Firm Supports International Quality Standards with Business Solution".
- EmiratesWeek.com Press Release, United Pharmaceuticals Project
"United Pharmaceuticals Adopts Sermon's ERP Solutions".
- Letters of Recommendation
 - Salim Dada, Deputy General Manager of Dada Group, Jordan [Mar 2022].
 - Munjed Sukhtian, Managing Director of Almunjed Group, Jordan [May 2011].
 - Thomas Ericsson, Managing Director of United Pharmaceuticals, Sweden [Sep 2007].

PERSONAL INFORMATION

- Date of Birth: October 1971
- Nationality: Jordanian
- Residence: Jordan
- Marital Status: Married (one child)