

Independent Consultant and Project Manager, ERP, CRM, PMP, CMC

Remote and onsite projects

Personal Information

Full Name	: Baha'a Aldin Younis Al-Thibyan	
Date of Birth	: 11 th November, 1985	
Place of Birth	: Jordan, Jordanian passport	Addresses Current: Amman, Jordan
Marital Status	: Married (1 Child)	Alternative: Lagos, Nigeria
Work authorization	: Jordan, Nigeria, UAE (Dubai) and Saudi Arabia (in-progress)	
Languages	: English & Arabic (Fluent)	
Current Contact Information	: E-mail bahaa.althibyan@outlook.com	
	Telephone +962 79 999 7 501 (Jordan)	
	+234 902 999 3333 (Nigeria)	
	LinkedIn Bahaa@LinkedIn	
	CMC-Global Bahaa@Intil-Management Consulting	

Education

University	Al Al Bait University – Jordan
	Computer Information System (CIS) Avg. 75% (Good)
	2004 – June 2007

Certificates

CMC- Certified Management Consultant ICMCI-International Council of Management Consulting Institutes	CMC Certification (November 2016), ID (JOR/006/2016) valid up to (March 2023)	
PMP (Project Management Professional)	PMP Certification (July 2013), ID: 1626468 valid up to (July 2022)	
Microsoft Dynamics AX 2012 Financial	July 2012, Certification ID (E138-4567) MCP ID (7327772)	
Microsoft Dynamics AX 2009 Trade & Logistics	October 2010, Certification ID (D136-7421) MCP ID (7327772)	

Professional Experiences

Self-employed

Technology Consulting Services
(Lagos, Nigeria)

Industries:

- Oil and Gas
- Manufacturing
- Constructing
- FMCG

Independent ERP Project Manager and Consultant- (Feb 2019 till now) – (10+ Digital Transformation Project and Programs)

- **Client Pre-engagement (BD):**
 - Work closely with Sales Team on leads qualification and improve the conversion rate to Opportunity.
 - Define client's engagement, close and win strategies.
 - Convert 70% of qualified leads into opportunity by providing clients with the business solution which fits to the business needs.
- **Client Engagement (BD):**
 - Build with clients the digital transformation roadmaps according to the different criteria.
 - Work with client senior management in identifying the needed business solutions and work around the defined budget.
 - Define engagement Conditions of Satisfaction (COS), measure and monitor.
 - Manage the relationships with client C level.
- **Operations Management (Project Management):**
 - Manage the relationships with OEM such as (Oracle NetSuite, Salesforce, DocuSign, Celigo and other partners).
 - Define the overall program charter and define objectives, budget and timelines of the agreed milestone.
 - Distribute and assign the projects to different project managers and assign technical leads.
 - Manage day-to-day activities of projects and programs.

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	<ul style="list-style-type: none"> • Management- People and Reporting (General) <ul style="list-style-type: none"> - Led the business administration in conjunction with both Finance Manager and the Administration Manager. - Direct reporting to HQ (Dubai) and Group Managing Director. - Attend and report the business results on Monthly bases in the ExCo Meetings and Quarterly in board meetings. - Build the companies OKR and follow up with teams about the achievements on Monthly bases.
<p>Jagal Group – 5000+ Employees</p> <p>Oil & Gas Services, EPC, Ship Building & Repair, Marine Services, Construction, Real estate, FMCG and IT Services (Lagos, Nigeria)</p>	<p>Information Systems Director (ISD)- January 09th, 2015 to February 2019</p> <p>➤ Major measurable achievements:</p> <ul style="list-style-type: none"> - Implemented Shared Services reduces the yearly Information Management cost by 37%. - Increased yearly revenue for Shipyard businesses by 17% using the implemented CRM (Dynamics 365 for Sales) and the integration with Vessel locator websites. - Led the ERP implementation and Roll-out all companies in Nigeria (17 companies) and Dubai. - Increased FMCG business revenue by 27% and with reduced head count by implementing Sales Force Automation systems. - Led implementation of Enterprise Performance Management (infor dEPM) saves US\$280k per annum in consolidating business results as well as business planning (Forecast and budget) for 17 Companies.
<p>Sermon Business Solutions Arabia Acquired by Al Falak Electronic Equipment & Supplies Co</p> <p>Technology Consulting Services Microsoft Partner (Jeddah, Saudi Arabia)</p>	<p>ERP Project Manager and Presales Team lead- November 15th, 2009 to December 31st, 2014 (MS DYNAMICS AX)</p> <p>➤ Lead MS Dynamics Practice and Presales Team, activities include:</p> <ul style="list-style-type: none"> - Conduct pre-sales activities, presentation and system demos. - Build POCs and help clients preparing business cases. - Conduct scoping, technology review workshops with client key-stakeholder and C-level. - Reply RFPs, and contracts. - Support Account Management team develop new opportunities. - Help clients define Technology road map. - Ensure continues SLA's to be in place after project closure <p>➤ Lead MS Dynamics AX Implementation, which includes:</p> <ul style="list-style-type: none"> - Prepare Sales quotation and estimation - Prepare project's scope, plans and conduct projects kick-off meetings - Manage project costing, daily time sheets, CRs and billing - Ensure customer satisfaction, and conduct project SteerCo with clients C' level - Manage clients SLA's <p>➤ Reports to Solution Delivery Head and Regional General Manager</p> <p>➤ Led team of (6 ERP consultants)</p> <p>➤ Manage the relationships with vertical solutions authorized vendors</p>
<p>Orion Information Technology Technology Consulting Services (Amman, Jordan)</p>	<p>ERP Team Leader - October 1st, 2007 to 31st October 2009</p> <p>➤ Lead ERP team which consists of (3 Techno-functional consultants) through project phases to implement Orion 10.4 (Oracle base ERP)</p>

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Training Courses

CBAP – Certified Business Analysis Professional	Amman, Jordan – July 30 th , 2016 to August 4 th ,2016 Transition Tech- Amman, Jordan
CMC- Certified Management Consultant	Amman, Jordan – July 24 th 2016 to July 27 th ,2016 IMC-Jordan (Institute of Management Consultant and Training)
PMP – Training Course	Jeddah, Saudi Arabia –June 19 th , 2012 to June 27 th , 2012 SAC Training Center
Microsoft Dynamics AX 2012 Production Training	Riyadh, Saudi Arabia - March 2013 Microsoft Arabia Corporation
Microsoft Dynamics AX 2012 Financial Training	Riyadh, Saudi Arabia - May 2012 Microsoft Arabia Corporation
Accounting Principles	Amman, Jordan, May 3 rd ,2009 to May 14 th , 2009 Majodi Auditing Center

Personal Skills and Business Knowledge Areas

Personal Skills

People says about me

- Customer focused
- Excellent customer service
- Speak my-language
- Good listener –understand people
- Leader by nature
- Proactive
- Risk taker & decisions maker
- Influencer
- Self-motivated
- Talented & Skilled
- Qualified to manage

I know about myself

- I can do attitude
- Problem solver
- Self-managed
- Vision focused
- Result oriented
- Attention to details
- Love my job
- Leader & Manager
- Cooperative and collaborative
- Hands-on in implementation
- 360-degree experience (vendor/customer) sides

Business Solutions- ERP, CRM, BI, CPM/EPM, SharePoint, Oracle products, Retail (POS)

Business Knowledge Areas

Industry knowledge- Oil & Gas, FMCG, Dairy Production, Chemical Production, Project based business, Service management, Property Management, Retail Business, Trading Business, Logistics and Non for-profit businesses