



## Ahmad B. Najim

Software Project Manager &  
Team Leader

### Contact

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Amman, Jordan

02 November 1983

Jordanian / Palestinian

Married

## Professional Summary

Accomplished Software Project Manager and Senior Team Leader with 15+ years of progressive experience in delivering complex software solutions and leading high-performing technical teams. Certified PMP®, PRINCE2® Practitioner and Microsoft Dynamics 365 specialist with proven expertise in end-to-end project management, ERP system implementations (including Alpha ERP), and driving digital transformation initiatives. Recognized for ability to align technology solutions with business objectives, optimize processes, and deliver projects on time and within budget. Strong leadership capabilities with a focus on mentoring teams, fostering collaboration, and building stakeholder relationships.

## Professional Experience

### Software Project Manager

August 2017 – Present

**GceSoft** <http://gcesoft.com.jo/>

#### Role Overview

## Core Competencies

### Project Management



### Team Leadership



### ERP Systems



### Microsoft Dynamics 365



### Software Development



### Stakeholder Management



### Team & Leadership Skills

- Team Building & Motivation
- Conflict Resolution
- Performance Management
- Mentoring & Coaching

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### Time & Task Management

- Prioritization Techniques
- Deadline Management

Lead project manager responsible for planning, executing, and delivering custom software development projects for enterprise clients. Manage full project lifecycle from requirements gathering to deployment and support, ensuring alignment with client business objectives and organizational strategy. Specialized in ERP implementations (including Alpha ERP) and Microsoft Dynamics 365 solutions. Oversee cross-functional teams, coordinate with stakeholders, and maintain strict quality standards while meeting time and budget constraints.

## Key Responsibilities

- ▶ Direct end-to-end project management for custom software development initiatives, managing budgets ranging from \$50K to \$500K
- ▶ Define project scope, objectives, deliverables, and success metrics in collaboration with stakeholders and senior management
- ▶ Develop comprehensive project plans, schedules, and resource allocation strategies using Agile and Waterfall methodologies
- ▶ Lead requirements gathering sessions, translate business needs into technical specifications, and create detailed project documentation
- ▶ Monitor project progress using KPIs and metrics, implementing corrective actions to address deviations from plan
- ▶ Manage project risks proactively, identifying potential issues and developing mitigation strategies
- ▶ Facilitate communication between technical teams, clients, and executive stakeholders through regular status reports and meetings

- Multitasking Efficiency
- Scheduling & Planning

## Communication & Collaboration

- Strategic Communication
- Presentation Skills
- Cross-functional Collaboration
- Client Relationship Management

## Technical & Analytical

- Business Process Analysis
- Risk Assessment & Mitigation
- Strategic Planning
- Quality Assurance

### Additional Skills:

PRINCE2

Agile/Scrum

Risk Management

Budget Control

Strategic Planning

Process Improvement

Business Analysis

Change Management

Customer Management

Quality Assurance

- ▶ Ensure quality assurance processes are implemented throughout SDLC, conducting code reviews and testing validation
- ▶ Mentor and develop project team members, fostering a culture of continuous improvement and professional growth
- ▶ Manage client relationships, ensuring satisfaction through transparent communication and delivery of value
- ▶ Coordinate with pre-sales teams to develop proposals, estimates, and project plans for new business opportunities
- ▶ Implement Microsoft Dynamics 365 and Alpha ERP solutions for enterprise clients, customizing modules to meet specific business requirements
- ▶ Apply PRINCE2 project management methodology to ensure structured and controlled project delivery

## Key Achievements

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- ★ Successfully delivered 15+ enterprise software projects with 95% client satisfaction rate
- ★ Reduced project delivery timelines by 20% through implementation of Agile methodologies and process optimization
- ★ Managed ERP implementation for 8 major clients including banking, healthcare, and manufacturing sectors
- ★ Achieved 98% on-time project delivery rate over 4-year period
- ★ Improved team productivity by 25% through mentoring, skills development, and implementation of best practices
- ★ Reduced project budget overruns from 15% to under 5% through improved estimation and monitoring processes

## Education

### Master of Business Administration

Amman Arab University

### B.Sc. Software Engineering

The University of Jordan

2005

## Professional Certifications

### PRINCE2® Foundation & Practitioner

AXELOS

2023

### Microsoft Dynamics 365: MB-200

Microsoft

2022

### Microsoft Dynamics 365: MB-800

Microsoft

2022

### Microsoft Dynamics 365: MB-900

Microsoft

2022

### Agile Certified Practitioner (PMI-ACP)

Project Management Institute

2021

- ★ Successfully implemented Microsoft Dynamics 365 for 3 major clients, improving operational efficiency by 30%
- ★ Certified team members in PRINCE2 methodology, improving project documentation and control processes

## Technologies & Methodologies

PRINCE2 Methodology

Agile & Scrum

Waterfall Methodology

Microsoft Dynamics 365

Alpha ERP

ERP Systems (SAP, Scala)

MS Project & JIRA

SQL Server

.NET Framework

Power BI

Risk Management

Budget Control

Stakeholder Management

## Alpha ERP Implementation Lead & Specialist

January 2018 – Present

**GceSoft** <http://gcesoft.com.jo/>

### Role Overview

Lead implementation specialist for Alpha ERP systems across multiple industries including banking, manufacturing, and healthcare. Responsible for full lifecycle implementation, customization, integration, and optimization of Alpha ERP solutions to meet complex business requirements and drive operational efficiency. Extensive experience with

# ITIL® Foundation Certificate

AXELOS

2020

## Languages

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### Arabic

Native Proficiency

### English

Professional Fluency

Alpha ERP modules including Finance, HR, Supply Chain, and Manufacturing.

## Key Responsibilities

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- ▶ Lead end-to-end implementation of Alpha ERP systems for enterprise clients in banking, healthcare, and manufacturing sectors
- ▶ Conduct business process analysis and mapping to Alpha ERP modules including Finance, HR, Supply Chain, and Manufacturing
- ▶ Design and implement customizations and extensions to Alpha ERP using built-in tools and integrated development platforms
- ▶ Develop and execute data migration strategies from legacy systems to Alpha ERP
- ▶ Configure Alpha ERP modules according to client-specific business requirements and industry best practices
- ▶ Lead integration projects connecting Alpha ERP with third-party systems including banking interfaces, CRM, and BI tools
- ▶ Develop comprehensive testing plans and oversee UAT (User Acceptance Testing) with client stakeholders
- ▶ Provide post-implementation support, troubleshooting, and continuous optimization of Alpha ERP systems
- ▶ Train end-users and develop system documentation and operational procedures
- ▶ Collaborate with Alpha ERP technical support and development teams on complex issues and enhancement requests

## Key Achievements

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- ★ Successfully implemented Alpha ERP for 8 major banking institutions including Housing Bank for Trade & Finance and National Bank of Kuwait
- ★ Reduced month-end closing time by 40% through automation of financial processes in Alpha ERP
- ★ Improved inventory accuracy from 78% to 99.5% for manufacturing clients using Alpha ERP inventory modules
- ★ Integrated Alpha ERP with 12+ external systems including SWIFT for banking and medical devices for healthcare clients
- ★ Reduced manual data entry by 70% through implementation of automated data capture and integration workflows
- ★ Developed 15+ custom reports and dashboards in Alpha ERP for real-time business intelligence
- ★ Achieved 100% regulatory compliance for banking clients through proper configuration of Alpha ERP compliance modules
- ★ Reduced system downtime by 60% through implementation of proactive monitoring and maintenance procedures

## Alpha ERP Expertise

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Alpha ERP Core Modules

Financial Management

Supply Chain Management

Manufacturing & Production

HR & Payroll

Alpha ERP Customization

Data Migration

System Integration

Business Process Mapping

UAT & Training

Regulatory Compliance

## Senior Systems Development Team Leader

December 2013 – August 2017

**GceSoft** <http://gcesoft.com.jo/>

### Role Overview

Technical leader responsible for guiding a team of 12+ developers in designing, developing, and implementing enterprise software solutions. Provided technical direction, mentorship, and oversight to ensure delivery of high-quality software that met business requirements. Collaborated with project managers, business analysts, and stakeholders to translate business needs into technical solutions. Gained foundational experience with Microsoft Dynamics platform during this period.

### Key Responsibilities

- ▶ Provided technical leadership and guidance to systems development team members within their area of specialization
- ▶ Participated in strategic discussions with CEO and senior leadership to define technical direction and project priorities
- ▶ Led daily stand-ups, sprint planning, and retrospective meetings to ensure team alignment and progress

- ▶ Architected and designed enterprise software solutions using .NET framework and SQL Server databases
- ▶ Conducted code reviews, established coding standards, and implemented best practices for software development
- ▶ Mentored junior developers, providing technical guidance and career development support
- ▶ Collaborated with project managers to estimate effort, plan sprints, and track progress against milestones
- ▶ Implemented and optimized software development processes, improving team velocity by 30%
- ▶ Ensured team adherence to software development lifecycle (SDLC) and quality assurance processes
- ▶ Resolved technical challenges and removed impediments to team productivity
- ▶ Managed technical debt and ensured maintainability of codebase through refactoring and documentation
- ▶ Coordinated with infrastructure teams for deployment, monitoring, and maintenance of applications
- ▶ Gained initial exposure to Microsoft Dynamics platform, supporting integration projects with existing systems

### **Key Achievements**

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- ★ Led development of 5 major enterprise applications that are still in production use today

- ★ Improved code quality metrics by 40% through implementation of code review processes and automated testing
- ★ Reduced system defects in production by 60% through improved testing methodologies and quality gates
- ★ Mentored 3 junior developers who advanced to senior positions within the organization
- ★ Successfully migrated legacy applications to modern .NET framework, improving performance by 35%
- ★ Implemented CI/CD pipeline that reduced deployment time from 8 hours to 45 minutes
- ★ Completed foundational training in Microsoft Dynamics, setting stage for later certification and specialization

## Technologies & Methodologies

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.NET Framework

SQL Server

VB.NET & C#

ASP.NET

Team Leadership

Technical Architecture

Code Review

Software Design Patterns

Mentoring & Coaching

Agile Development

Microsoft Dynamics Fundamentals

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# Certifications & Specializations

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## Project Management Certifications

- ✓ PRINCE2® Foundation & Practitioner (AXELOS)
- ✓ Agile Certified Practitioner (PMI-ACP)
- ✓ ITIL® Foundation Certificate (AXELOS)
- ✓ Professional Scrum Master (PSM I)
- ✓ Risk Management Professional (PMI-RMP)

## Microsoft Dynamics 365 Certifications

- ✓ MB-200: Microsoft Power Platform + Dynamics 365 Core
- ✓ MB-800: Microsoft Dynamics 365 Business Central Functional Consultant
- ✓ MB-900: Microsoft Dynamics 365 Fundamentals
- ✓ Dynamics 365 Customization and Configuration
- ✓ Dynamics 365 Integration Patterns

## ERP & Technical Certifications

- ✓ Alpha ERP Implementation Specialist
- ✓ Microsoft Certified: Azure Fundamentals
- ✓ Microsoft SQL Server Database Administration
- ✓ .NET Framework Application Development
- ✓ Power BI Data Analyst
- ✓ ERP Systems Specialist (SAP, Scala, iScala)

## Professional Development & Soft Skills

- ✓ Advanced Team Leadership & Management
- ✓ Effective Time Management & Prioritization
- ✓ Collaborative Teamwork & Group Dynamics
- ✓ Strategic Communication & Presentation Skills
- ✓ Conflict Resolution & Negotiation Techniques
- ✓ Decision Making & Problem Solving
- ✓ Emotional Intelligence & Workplace Relationships
- ✓ Meeting Facilitation & Workshop Leadership
- ✓ Cross-cultural Communication
- ✓ Remote Team Management

# Skills & Competencies

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## Project Management

- ✓ Project Planning & Scheduling (PRINCE2, Agile, Waterfall)
- ✓ Budget Management & Cost Control
- ✓ Risk Management & Mitigation
- ✓ Stakeholder Communication
- ✓ Resource Allocation & Team Management
- ✓ Quality Assurance & Control
- ✓ Change Management
- ✓ Project Documentation & Reporting

## Technical Expertise

- ✓ Microsoft Dynamics 365 Implementation & Customization
- ✓ Alpha ERP Systems Implementation & Optimization
- ✓ ERP Systems (SAP, Scala, Alpha, E9, iScala/Epicor)

- ✓ .NET Framework & ASP.NET Development
- ✓ SQL Server Database Management & Optimization
- ✓ Software Development Lifecycle (SDLC)
- ✓ Business Intelligence (Power BI, Tableau)
- ✓ System Architecture & Design

### **Leadership & Management**

- ✓ Team Leadership & Development
- ✓ Performance Management & Coaching
- ✓ Strategic Planning & Execution
- ✓ Conflict Resolution & Negotiation
- ✓ Decision Making & Problem Solving
- ✓ Client Relationship Management
- ✓ Vendor & Contract Management
- ✓ Cross-functional Collaboration

### **Business & Analysis**

- ✓ Business Process Analysis & Re-engineering
- ✓ Requirements Gathering & Analysis

- ✓ Use Case Development & Data Flow Diagramming
- ✓ Business Case Development & ROI Analysis
- ✓ Strategic Alignment & Process Improvement
- ✓ Pre-sales Support & Solution Design
- ✓ Industry Knowledge (Banking, Healthcare, Manufacturing)
- ✓ Compliance & Regulatory Standards

## Key Projects

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### Banking ERP Implementation

Led implementation of Alpha ERP system for major banking institutions including Housing Bank for Trade & Finance and National Bank of Kuwait. Project included core banking modules, financial reporting, and compliance systems.

**Clients:** Housing Bank, NBK, Specialized Leasing Company

### Healthcare Management System

Managed development and implementation of comprehensive healthcare management system for International Medical Corps and Gardens

Hospital. Included patient records, appointment scheduling, and billing modules.

**Clients:** International Medical Corps, Gardens Hospital

### **Manufacturing ERP Solution**

Directed implementation of iScala ERP system for Siniora Food Industries. Covered inventory management, production planning, quality control, and supply chain integration.

**Clients:** Siniora Food Industries, Noman Al-JUNEIDI Food Industries, Kasih Food Industries, Jordina Food Industries

### **Microsoft Dynamics 365 Implementation**

Led Microsoft Dynamics 365 implementation for multiple enterprise clients, customizing CRM and ERP modules to meet specific business requirements and integrating with existing systems.

**Technologies:** Dynamics 365, Power Platform, .NET, SQL Server