

Osama Atiq



Portfolio



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ERP & IT Systems Specialist | Software Engineer | UI/UX Designer

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Professional Summary

Experienced and tech-savvy ERP & IT Systems Specialist with hands-on experience in IT support, hardware and network installations, retail ERP integration, and UI/UX design. Skilled in maintaining and optimizing systems like EPOSNOW, SumUp POS, Microsoft Dynamics, and Oracle ERP across multi-location environments. Proficient in Adobe Creative Suite, Figma, and WordPress, with practical experience designing branding materials, websites, and mobile interfaces. Adept at troubleshooting hardware, software, and network issues, setting up CCTV and POS systems, and providing technical support for seamless business operations. Seeking a dynamic IT role to leverage both technical expertise and creative design skills to enhance efficiency and user experience.

Education

Bachelor of Software Engineering

Hazara University

CGPA: 3.15 / 4.0

FSc (Pre-Engineering)

Pakistan International Public School & College (PIPSC), Abbottabad

Higher First Division

Matriculation (Science)

The Educators, Abbottabad

Higher First Division

Skills

ERP & IT Systems

- ERP Setup Assistance & Maintenance (Oracle ERP, Microsoft Dynamics)
- POS System Setup & Troubleshooting

- CCTV / Security Camera Installation & Configuration
- Network & Hardware Installation (Routers, PCs, Printers, Cabling)
- Client & Office IT Support
- Basic System Documentation & User Guide Preparation
- Troubleshooting in Multi-Site Environments

Programming & Development

- HTML, CSS, Python
- WordPress (Customization & Maintenance)
- Figma (Web & Mobile UI/UX Prototyping)

Design & Media

- Adobe Creative Suite: Photoshop, Illustrator, Premiere Pro
 - UI/UX Design (Web & Mobile Applications)
 - Brand Identity & Print Design (Flyers, Posters, Menus)
 - Basic Videography & Editing
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Certifications

Graphic Design Training & Internship – Tech Valley, Abbottabad (Completed)

Google IT Support Certificate – Google Career Certificates (In Progress)

Oracle ERP Fundamentals – Oracle (In Progress)

Microsoft Dynamics 365 – Microsoft (In Progress)

Introduction to UI/UX Design Figma– Alison (Completed)

Responsive Web Design – FreeCodeCamp (Completed)

Microsoft Office Specialist (Word, Excel, PowerPoint) – Verified Proficiency

Work Experience

ERP & IT Support Specialist + Graphic Designer – Ideatech UK Ltd. (Remote)

Integrated SumUp POS across multiple retail locations, improving inventory accuracy and reducing manual updates by 25%. Provided remote technical support, resolving average tickets within the same day and keeping downtime under 2%. Created branded digital content for campaigns, increasing social engagement by 15%. Documented ERP workflows and trained staff on using POS and inventory modules, helping new hires become fully operational within their first week. Collaborated with management to align system features with business goals, reducing unnecessary manual steps in day-to-day operations.

Inventory & ERP Coordinator + Graphic Designer – GoTech Portsmouth Ltd. (Remote)

Managed ERP operations with EPOSNOW for multi-site stock control, cutting order errors by 20%. Maintained and updated WordPress e-commerce pages, adding 100+ new SKUs and keeping product data consistent across platforms. Designed promotional material (flyers, banners, social posts) that supported seasonal sales growth. Coordinated with suppliers and integrated purchase orders into the ERP, shortening lead times and improving stock visibility across all branches. Provided first-line IT troubleshooting for staff devices and POS terminals, resolving minor issues without external support.

Freelance UI/UX Designer & Support – LTT & Other UK-based Clients

Built mobile and web prototypes in Figma with clear navigation and user flow for client demos. Assisted with light ERP setups, helping clients migrate product data smoothly and avoid downtime. Produced brand assets and presentations that reduced outsourcing costs for clients. Advised small business owners on basic IT tools and integrations, helping them run operations with minimal technical overhead.

IT Support Technician – Tech Reshape (Contract)

Installed and configured desktop systems, printers, and network devices for small and mid-sized offices. Set up CCTV cameras and basic access control systems, ensuring secure on-site monitoring. Provided on-site troubleshooting for hardware, network, and software issues, achieving 95% same-day resolution rates. Assisted with migrating user data during hardware upgrades, maintaining data integrity and minimizing downtime for end users.

Junior IT & Systems Installer – Triolinks

Supported the deployment of point-of-sale systems and barcode scanners in retail environments. Performed structured cabling, router installation, and network testing for new branch setups. Configured Windows-based workstations and applied standard security practices, reducing initial setup errors. Documented installation steps and prepared user-friendly guides for non-technical staff to operate newly deployed systems.

Graphic Design Intern – Tech Valley, Abbottabad

Completed training and internship designing posters, brochures, and digital content used in local campaigns. Collaborated with senior designers, learning workflow tools now applied in ERP and UI projects. Contributed to improving template libraries, reducing project turnaround time for the design team.

Freelance Projects

- **Fusion Atlas** – Tech blog designed and managed using WordPress, with Figma-based UI layout
 - **Gotech Portsmouth E-Commerce Platform** – Integrated retail ERP with front-end UX design
 - **AuxWork (Planifya)** – Mobile app UI prototype focusing on navigation and user journey
 - **AuxWork Admin Panel** – Designed Figma dashboards for task tracking and analytics
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Languages

- **English** – Fluent
 - **Urdu** – Fluent
 - **Arabic** – Conversational
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Volunteer Work

- Provided IT and design support at university events, including setup of projectors, audio-visual equipment, and event signage.
- Assisted in creating digital presentation materials, posters, and banners with consistent branding.
- Troubleshoot technical issues for faculty and student teams during workshops and seminars.
- Collaborated with teams to organize smooth event logistics, demonstrating teamwork and problem-solving skills.