

AAFAQ FAZAL

ERP Project Implementation Leader & IT Operations Manager

055 935 1853 | fazalaafaq@gmail.com | Riyadh, Riyadh region 12223

LinkedIn: <https://www.linkedin.com/in/aafaqfazal/> | **Nationality:** Pakistani



PROFESSIONAL SUMMARY

Strategic IT Lead & Solutions Developer with over 4 years of experience in leading the full application development lifecycle—from conceptual design and technical feasibility assessment to real-world performance testing. Proven track record in managing complex e-service workflows and enterprise-scale ERP implementations for 300+ users, ensuring seamless integration across multiple digital channels. Expert in overseeing User Acceptance Testing (UAT) and usability assessments to guarantee UI performance and alignment with business requirements. Highly proficient in IT compliance, including Aramco CCC standards, and experienced in coordinating multidisciplinary project teams to deliver high-availability digital solutions

EXPERIENCE

IT Supervisor / ERP & IT Operations Lead, Rawasi Albina Investment Co, June 2023 - Present Riyadh

- Acting as **ERP Project Owner**, responsible for ERP administration, enhancement, and daily operational sustainability across multiple business functions.
- Led ERP operations for **Construction, Services, and Trading divisions**, supporting finance, operations, inventory, and reporting needs.
- Managed ERP **user roles, permissions, workflows, approval matrix, and access controls**.
- Ensured accurate **cost center and profit center reporting** to support management decision-making.
- Coordinated ERP support for **pre-tendering activities** within construction operations.
- Trained end-users and department representatives on ERP modules, reports, and best practices.
- Prepared **monthly and quarterly performance reports and dashboards** for management.
- Maintained ERP documentation, **user manuals, SOPs**, and process workflows.
- Acted as first point of contact for **ERP bugs, issues, and enhancements**, coordinating with vendors when required.
- Managed ERP data security, backups, confidentiality, and system availability.

Associate Software Engineer, Datalytics.AI, January 2023 - July 2023 Islamabad

- Proficient in managing both Linux and Windows servers to ensure seamless and reliable operations.

- Experienced in utilizing GitHub Actions for automating build, test, and deployment processes to improve development efficiency.
- Skilled backend developer in Python, with expertise in creating REST APIs for AI applications, including Text-to-Speech (TTS) and Speech-to-Text (STT) technologies.
- Developed automated Chrome extensions to streamline workflows and enhance productivity for team efficiency.
- Hands-on experience in implementing Continuous Integration/Continuous Deployment (CI/CD) pipelines to automate code integration and deployment.
- Expertise in containerization and orchestration using Docker to improve application scalability and management.

IT Operations Leadership

- Sole IT Operations Lead managing 300+ users across departments.
- Installed, configured, and supported hardware, software, ERP, Microsoft 365, and business applications.
- Administered Windows Server 2016, Active Directory, Group Policies, shared resources, and backups.
- Managed AWS cloud infrastructure, VPS hosting, system monitoring, and optimization.
- Implemented cybersecurity controls and successfully achieved Aramco CCC compliance.
- Led IT audits with Moore, addressing gaps and strengthening security posture.
- Developed and enforced IT policies, access controls, and incident response procedures.
- Delivered continuous IT training and user support to ensure operational efficiency.

Software Engineer intern | Associate Software Eng., Solutions Player, January 2022 - December 2022, Islamabad

- Developed static and dynamic websites using HTML, CSS, PHP, JavaScript, and MySQL.
- Built CMS-based data-driven websites and managed projects using Microsoft Project.
- Completed WordPress projects and installed/managing various operating systems.
- Developed a CRM system using PHP, MySQL, Bootstrap 5, CSS, and JavaScript.
- Managed software on hosting and configured domains on Bluehost.
- Provided essential IT support, troubleshooting system and software issues, demonstrating foundational skills required for hotel support operations.
- Managed software hosting and domain configurations, showcasing experience in managing public-facing technologies.

PROJECTS

- **ERP Administration:**
Managed ERP system modules, user roles, workflows, and integration with internal applications
- **Inventory Management System for Warehouse**
Designed and developed an Inventory Management System using PHP, MySQL, HTML, CSS, and JavaScript to efficiently handle stock in/out operations, track inventory levels, and generate detailed reports for warehouse management.

- **WordPress Website Development**

Designed and developed professional WordPress websites for various industries, including company portfolios, rental businesses, real estate, packers and movers, and salons. Ensured responsive design, SEO optimization, and seamless user experience to enhance online presence and business growth.

- **Windows Server 2016 Configuration:**

Configured and deployed Windows Server 2016, set up Active Directory (AD) for user and group management, implemented Group Policies for security and operational efficiency, and created shared drives.

- **Cybersecurity Compliance Certification: Perfect. Keep the exact text:**

Successfully completed all required controls and obtained the Cybersecurity Compliance Certificate for Aramco. Ensured adherence to industry standards and regulations to maintain secure and compliant IT operations.

- **IT Audit (Moore): Perfect. Keep the exact text:**

Performed an independent IT audit for Moore, evaluating the organization's IT infrastructure, security controls, and compliance with regulatory standards. Identified areas for improvement).

- **Real Estate CRM Development**

Created a custom CRM system for a real estate company using PHP and Bootstrap. CRM efficiently managed client interactions, property listings, and transactions, providing a user-friendly platform to streamline sales, leasing, and customer relations.

- **Google Chrome Extension Development & AI Models**

Developed a Google Chrome extension using Python, incorporating AI-powered text-to-speech and speech-to-text models. Additionally, we created a final year project (FYP) analyzing sentiment data from datasets, utilizing machine learning techniques to process and interpret text data for sentiment analysis.

EDUCATION

Bachelor of Science (B.S.) in Software Engineering

Iqra University, Islamabad, Jul 2022

GPA: 3.24

SKILLS

Enterprise Systems:

ERP administration, OSS/BSS familiarity, CRM, Inventory Management

IT Infrastructure & System Administration:

Windows Server, Active Directory, Network Configuration: Expert in deploying and managing Windows Server, configuring Active Directory (AD), and maintaining critical network components (routers, switches, firewalls).

Cloud Architecture & System Installation:

AWS Solutions Architect (Professional) & VPS Deployment: Proven ability to design and execute system installations, deploying and managing enterprise applications on AWS cloud infrastructure.

Network Security & Compliance:

Cybersecurity, IT Audit & Policy Implementation: Strong history in risk management, implementing cybersecurity policies, and ensuring compliance (demonstrated via Aramco CCC and external IT audits).

Back-Office Hotel Systems Readiness:

Microsoft 365 Administration & Support: Skilled in administering Microsoft 365, managing Exchange policies, compliance, backup strategies, and providing expert system administration support.

IT Support & Troubleshooting:

First-Line Support & Issue Resolution: Highly proficient in providing dedicated IT Support, rapidly troubleshooting hardware, system, and software issues to ensure timely resolution.

Automation & Hardware Performance:

CI/CD, Docker & System Monitoring: Utilizing automation tools (GitHub Actions, Docker) to streamline deployment, ensuring continuous stability and optimal hardware performance.

CERTIFICATIONS

- AWS Cloud Support Associate
- Google Cybersecurity
- IBM IT Support
- Python Fundamentals
- Frontend languages
- AWS Fundamentals
- Google IT Support
- Microsoft 365 Fundamentals
- The Ultimate cPanel Mastery
- MySQL

REFERENCES

References available upon request

LANGUAGES

- **Urdu**
Native
- **English**
Fluent
- **Arabic**
Conversational

AAFAQ FAZAL

IT SUPERVISOR | CLOUD ENGINEER | WEB DEVELOPER

055 935 1853 ▪ fazalaafaq@gmail.com ▪ Riyadh, Riyadh region 12223

Dear Hiring Manager,

With **4 years of dedicated experience** in enterprise IT application management, ERP administration, and cloud infrastructure, I am writing to express my strong interest in joining **[Company Name]**. My background combines strategic project leadership with deep technical execution, ensuring that IT systems are not just functional, but are key drivers of organizational efficiency.

Currently, as the IT Supervisor and ERP Operations Lead at Rawasi Albina Investment Co., I manage the IT landscape for over 300 users across the construction, services, and trading sectors. My role as the ERP Project Owner has allowed me to master the complexities of system migrations, module selection, and the setup of critical approval matrices and cost-center reporting.

I am particularly drawn to this role at this company because it combines **enterprise application management, ERP systems, and integration across business units**, areas in which I have extensive experience. I am highly adaptable, solutions-driven, and committed to optimizing IT systems to meet business objectives.

I would welcome the opportunity to discuss how my skills in ERP administration, cloud deployment, cybersecurity, and IT application management can add value to this company. You can reach me at **055 935 1853** or via email at **fazalaafaq@gmail.com** to schedule a convenient time.

Thank you for considering my application. I look forward to your team.

Sincerely,

Aafaq Fazal

MY CERTIFICATE



3 Courses

Introduction to DevOps
Introduction to Cloud Computing
Introduction to Agile Development and Scrum



Mar 6, 2025

Aafaq Fazal

has successfully completed the online, non-credit Specialization

DevOps, Cloud, and Agile Foundations

In this Specialization, learners developed foundational knowledge in DevOps, including the culture, technology, and skills needed to succeed as a DevOps practitioner. This Specialization also familiarized learners with tools and technologies used by DevOps practitioners. Completers of this Specialization should be able to: Define Cloud Computing and explain its essential characteristics, models, benefits, infrastructure, & emerging trends, and create a cloud account; Describe the DevOps culture, its benefits, and its associated skills, technology, tools, processes, methodologies, and metrics; Explain the Agile philosophy, how to work as an Agile team, and Scrum methodology, including the roles, meetings, rules, and artifacts; and how to write user stories and execute Sprint Plans.

The online specialization named in this certificate may draw on material from courses taught on-campus, but the included courses are not equivalent to on-campus courses. Participation in this online specialization does not constitute enrollment at this university. This certificate does not confer a University grade, course credit or degree, and it does not verify the identity of the learner.

John J. Rofrano
Senior Technical Staff
Member and DevOps
Champion
IBM T.J. Watson
Research Center

Rav Ahuja
Global Program
Director,
Skills Network

Verify this certificate at:
<https://coursera.org/verify/specialization/Q2J6D1YTODU0>



8 Courses

Foundations of Cybersecurity
Play It Safe: Manage Security Risks
Connect and Protect: Networks and Network Security
Tools of the Trade: Linux and SQL
Assets, Threats, and Vulnerabilities
Sound the Alarm: Detection and Response
Automate Cybersecurity Tasks with Python
Put It to Work: Prepare for Cybersecurity Jobs



Mar 13, 2024

Aafaq Fazal

has successfully completed the online, non-credit Professional Certificate

Google Cybersecurity

Those who earn the Google Cybersecurity Certificate have completed eight courses, developed by Google, that include hands-on, practice-based assessments and are designed to prepare them for entry-level roles in cybersecurity. They are competent in beginner-level Python, Linux, SQL, Security Information and Event Management (SIEM) tools, and Intrusion Detection Systems (IDS). They know how to identify common cybersecurity risks, threats, and vulnerabilities, as well as the techniques to mitigate.

The online specialization named in this certificate may draw on material from courses taught on-campus, but the included courses are not equivalent to on-campus courses. Participation in this online specialization does not constitute enrollment at this university. This certificate does not confer a University grade, course credit or degree, and it does not verify the identity of the learner.

Amanda Brophy
Global Director of
Google Career
Certificates

Verify this certificate at:
<https://coursera.org/verify/professional-cert/V5SGELCVTF5K>



- Technical Support Fundamentals
- The Bits and Bytes of Computer Networking
- Operating Systems and You: Becoming a Power User
- System Administration and IT Infrastructure Services
- IT Security: Defense against the digital dark arts



Oct 6, 2023

Aafaq Fazal

has successfully completed the online, non-credit Professional Certificate

Google IT Support

Those who earn the Google IT Support Professional Certificate have completed five-courses, developed by Google, that include hands-on, practice-based assessments and are designed to prepare them for entry-level roles in IT support. They are competent in foundational skills, including troubleshooting and customer service, networking, operating systems, system administration, and security.

Amanda Brophy
Global Director of
Google Career
Certificates

The online specialization named in this certificate may draw on material from courses taught on-campus, but the included courses are not equivalent to on-campus courses. Participation in this online specialization does not constitute enrollment at this university. This certificate does not confer a University grade, course credit or degree, and it does not verify the identity of the learner.

Verify this certificate at:
<https://coursera.org/verify/professional-cert/O5O3ZKF3TOTB>



- Introduction to Technical Support
- Introduction to Hardware and Operating Systems
- Introduction to Software, Programming, and Databases
- Introduction to Networking and Storage
- Introduction to Cybersecurity Essentials
- Introduction to Cloud Computing
- Technical Support Case Studies and Capstone



Jul 31, 2023

Aafaq Fazal

has successfully completed the online, non-credit Professional Certificate

IBM IT Support

Those who earn the IBM Technical Support Professional Certificate have completed 7 courses developed by IBM that include hands-on, practice-based assessments and are designed to prepare learners for entry-level roles in the field. Learners have a strong foundation in IT fundamentals, setup and configuration of hardware and software, programming basics, database fundamentals, cloud computing concepts, networking and cybersecurity essentials. They can also apply these skills for supporting customers to troubleshoot and resolve their technology related issues.

Rav Ahuja,
Global Program
Director,
IBM Skills Network

The online specialization named in this certificate may draw on material from courses taught on-campus, but the included courses are not equivalent to on-campus courses. Participation in this online specialization does not constitute enrollment at this university. This certificate does not confer a University grade, course credit or degree, and it does not verify the identity of the learner.

Verify this certificate at:
<https://coursera.org/verify/professional-cert/VALR72WZ5DY4>



Explore a Career in IT Support

Learning Path completed by Fazal Aafaq
Oct 19, 2023 at 12:32PM UTC • 16 hours 36 minutes

Top skills covered

IT Service Management

Technical Support

Head of Content Strategy, Learning



Certificate ID: 14b9337a0c5ef306282831ac10c322869cba68e7103c6463ea6cb1d9b40ee4db



7 Courses

Introduction to Information Technology and AWS Cloud

AWS Cloud Technical Essentials

Skills and Best Practices for Cloud Support Associates

Cloud Support Essentials: A Technical Approach

Automation in the AWS Cloud

Python for Serverless Applications and Automation on AWS

Capstone: Preparing to work as a Cloud Support Associate



Oct 24, 2024

Aafaq Fazal

has successfully completed the online, non-credit Professional Certificate

AWS Cloud Support Associate

In this certificate, you'll learn about the role of a Cloud Support Associate, a front line expert who adds value by resolving customer issues and optimizing processes. A Cloud Support Associate supports individuals or businesses to migrate their infrastructure and applications to the cloud and offers troubleshooting techniques to resolve their issues. They may also partner with development teams on complex issues, participate in new hiring, write tools/scripts to help the team, or work with leadership on process improvement and strategic initiatives. The AWS Cloud Support Associate Professional Certificate is a thorough seven-course program that will take an aspiring professional to become a successful AWS Cloud Support Associate.

The online specialization named in this certificate may draw on material from courses taught on-campus, but the included courses are not equivalent to on-campus courses. Participation in this online specialization does not constitute enrollment at this university. This certificate does not confer a University grade, course credit or degree, and it does not verify the identity of the holder.

Morgan Willis, Principal Cloud Technologist, Raf Lopez, Principal Cloud Technologist, Alex Galvin, Senior Cloud Technologist, Oksana Hoeckele, Cloud Technologist

Verify this certificate at:
<https://coursera.org/verify/professional-cert/R70VTJQA1MK>



3 Courses

Work Smarter with Microsoft Word

Work Smarter with Microsoft Excel

Work Smarter with Microsoft PowerPoint



Nov 15, 2023

Aafaq Fazal

has successfully completed the online, non-credit Specialization

Microsoft 365 Fundamentals

This Specialization is intended to help all novice computer users get up to speed with Microsoft 365. It covers various features of the interface, shows you how to perform basic tasks, and introduces you to the most important tools in Word, PowerPoint, and Excel. This program will help you to become familiar with the apps and services included in a Microsoft 365 subscription. You will improve your word processing, spreadsheet, and presentations skills to take your productivity to the next level. You will learn how to work smarter and more collaboratively with the latest intelligent features of Office 365. By the end of this program of courses, you will be ready to take and sign-up for the MO-100: Microsoft Word, MO-200: Microsoft Excel and MO-300: Microsoft PowerPoint.

Marni Baker-Stein

Marni Baker-Stein,
Chief Content Officer

The online specialization named in this certificate may draw on material from courses taught on-campus, but the included courses are not equivalent to on-campus courses. Participation in this online specialization does not constitute enrollment at this university. This certificate does not confer a University grade, course credit or degree, and it does not verify the identity of the learner.

Verify this certificate at:
<https://coursera.org/verify/specialization/USGYZM8V35CF>

EC-Council | Learning

CERTIFICATE OF ACHIEVEMENT

THE CERTIFICATE IS PRESENTED TO

Aafaq Fazal

Has attended and successfully completed the learning path

Becoming a Network Security Specialist

SIGNATURE

6th Feb 2024

DATE

EC-Council

986

certificate Number



Certificate no: UC-5eb1718c-37a1-4167-8ca2-ae110697f69
Certificate uri: ude.my/UC-5eb1718c-37a1-4167-8ca2-ae110697f69
Reference Number: 0004

CERTIFICATE OF COMPLETION

Mastering cPanel - Manage Hosting for Yourself and Clients

Instructors **Navin Soneja**

Aafaq Fazal

Date **Feb. 10, 2025**
Length **12 total hours**



3 Courses

AWS Cloud Technical Essentials

Migrating to the AWS Cloud

Architecting Solutions on AWS



Sep 26, 2024

Aafaq Fazal

has successfully completed the online, non-credit Specialization

AWS Fundamentals

In this Specialization, learners gained proficiency in essential concepts, services, and use cases within the Amazon Web Services (AWS) cloud ecosystem, including core AWS services and key AWS security concepts. The Specialization also covered fundamental strategies for planning and migrating existing workloads to AWS and how to build and deploy serverless applications with AWS. Learners are given opportunities to solidify their understanding by engaging in various hands-on labs and exercises throughout the Specialization.

AWS Fundamentals

The online specialization named in this certificate may draw on material from courses taught on-campus, but the included courses are not equivalent to on-campus courses. Participation in this online specialization does not constitute enrollment at this university. This certificate does not confer a University grade, course credit or degree, and it does not verify the identity of the learner.

Verify this certificate at:
<https://coursera.org/verify/specialization/HQCGW7QD6EYU>

Certificate of Achievement

Presented to:

AAFAQ FAZAL

In recognition of successful passing the exam



Test name: AWS Final Exam

Score: 90.8% 59 / 65

Sherdil IT Academy
Pakistan's First Multi-Cloud Academy

JGJSSSKJPK-CWKCCQZV-YQRWBWQTBB

Sat 29th Nov 2025