

# *Ehab El Agaty (Bob)*

## Profile

- ✓ +10 Years of experience in Training, mainly in **SAP Training** (Training Management, Change Management, Training Delivery, Development of Training Materials and Demos using LMS Systems & Tools such as SAP TEM (Training & Event Management ), InfoPak, RWD, uPerform , WPB (Work Performance Builder) known now as SEN (SAP Enable Now), Captivate, SnagIt, WebEx, Zoom, CW (Compliance Wire), Saba, ReSite, SAP Tutor.
- ✓ +13 Years of experience in **SAP** (HCM/HR, along with other areas like FI, BI/BW, PM, PS, CS, CATS , Solution Manager, ABAP, LSMW, MRS)
- ✓ +22 Years of **General IT** experience in Consulting / Training / Testing / Support / Development with Sales / Marketing / Management / Account Management / Project Management Experience.
- ✓ Several International SAP Implementation / Upgrade / Rollout Projects in **Australia, Qatar, Saudi Arabia, Egypt.**
- ✓ Worked with Leading **Service Providers** such as SAP MENA, HP, RWD, CIC for Major **Clients** such as Medtronic, Coles Group, Qatar Petroleum, SAMA (Saudi Arabian Monetary Authority / Saudi Central Bank), Saudi Airlines, Saudi Electricity, Marafiq/MaSa, TMG, Al-Mansour Automotive Chevrolet.
- ✓ Several **Industries** such as Banking, Oil & Gas, Utilities, Aviation, Medical, Telecommunication, Real Estate, Education, IT, Travel. Automotive.
- ✓ Several different SAP **solution systems** and modules such as S/4HANA, Fiori, ECC, FI, HCM/HR, PM, MM, PP), SAP Banking, ISU (Oil & Gas), SRM, CRM, SCM, MRS (Multiresource Scheduling), Work Manager and Solution Manager.
- ✓ **SAP Testing** experience using Mercury Quality Center, Defining Requirements, Creating Test Cases, Test Scripts, Test Sets and Managing Defects
- ✓ Excellent Communication, Interpersonal & Leadership Skills, Ability to Communicate with all Levels (Management, Team Members, End-Users, Customers, Clients)
- ✓ Ability to write High-Level Technical Documentations as well as End-User Manuals
- ✓ Advanced Reporting / **Data Analysis** / MS Excel / MS Access Skills.
- ✓ Advocate for Efficiency, Automation and Time Saving
- ✓ Interested in moving into SAP **Project Administration/Management** and **SAP Recruitment/Head Hunting**

## Employment Overview

Jan 2019	<b>SAP Education / Training Consultant</b>	<b>SAMA</b> via <b>SAP MENA</b> (Middle East & N. Africa)	<i>Riyadh</i>
Nov 2018	<b>SAP MRS / Work Manager Consultant</b>	<b>Marafiq</b> via <b>SAP MENA</b> (Middle East & N. Africa)	<i>Jubail</i>
Jan 2017	<b>Freelancer</b>	<b>Self Employed</b>	<i>Syd/Melb</i>
Jul 2016	<b>SAP Training &amp; Role Management / Reporting Lead</b>	<b>Medtronic</b>	<i>Sydney</i>
Jan 2016	<b>Training Manager</b>	<b>ESIFA</b>	<i>Melbourne</i>
Feb 2015	<b>SAP Training Manager</b>	<b>Qatar Petroleum</b> via <b>HP</b>	<i>Doha</i>
Mar 2014	<b>Training Manager</b>	<b>ESIFA</b>	<i>Melbourne</i>
Sep 2010	<b>SAP Training Manager</b>	<b>Saudi Electricity</b> via <b>HP</b>	<i>Khobar</i>
Nov 2009	<b>Training Program Manager</b>	<b>MILE</b>	<i>Jeddah</i>
May 2008	<b>SAP HCM/BI/FI Trainer/Lead/Support</b>	<b>Saudi Airlines</b> via <b>HP/RWD</b>	<i>Jeddah</i>
Feb 2007	<b>SAP Tester / System Analyst</b>	<b>Coles Group</b>	<i>Melbourne</i>
May 2005	<b>SAP HR/PS Consultant</b>	<b>Mansour Automotive/TMG</b> via <b>CIC</b>	<i>Cairo</i>
Sep 2004	<b>Field Technician</b>	<b>CRS Cash Register Systems</b>	<i>Melbourne</i>
Jul 2004	<b>Technical Support Engineer</b>	<b>Imceda Software</b>	<i>Melbourne</i>
Jan 2004	<b>Outbound Sales Consultant</b>	<b>Fairfax / The AGE</b>	<i>Syd/Melb</i>
Oct 2001	<b>Customer Relations / Developer</b>	<b>Talking Tech</b>	<i>Sydney</i>
Apr 2001	<b>Sales Support Engineer</b>	<b>Harvest Road</b>	<i>Sydney</i>
Jan 2001	<b>Support / System Administrator</b>	<b>Harvey World Travel</b>	<i>Sydney</i>
Jul 2000	<b>Web Globalisation Consultant</b>	<b>eTranslate</b>	<i>Melbourne</i>
Apr 2000	<b>2nd Level Tech Support</b>	<b>Telstra Bigpond</b>	<i>Melbourne</i>
Oct 1999	<b>Customer Service Representative</b>	<b>Ozemail</b>	<i>Melbourne</i>
Apr 1998	<b>Computer Technician</b>	<b>YNOT Computers</b>	<i>Melbourne</i>
Jun 1996	<b>Teacher Assistant</b>	<b>AIA</b> (Australian International Academy)	<i>Melbourne</i>

## Skills

- **SAP**
  - **Training & Change Management** Planning / Scheduling / Managing / Development / Delivery
  - **HCM/HR** Configuration / Testing / Training / Support in Personnel Administration / Organizational Management / Time Management / Payroll / Personnel Development / Ad-Hoc/SAP Query/HIS Reports
  - **FI-AP** Testing / Training / Support in Vendors MD, Invoices, Payments, Accounting Documents & Items
  - **BI/BW** Training Analysing BI Reports through the Web Application/BEx
  - **CS** Service Notifications / Service Orders / Warranty / Quotations
  - **Solution Manager** Project Administration / Landscape / Blueprint / Configuration / Issues / Road Maps
  - **CATS** Cross Application Time Sheets Configuration / Transferring to HR/CS/CO
  - **LSMW** Legacy System Migration Workbench and Batch Input Recoding
  - **ABAP** Basic Reporting
  - **Testing** using Mercury Quality Centre
- **Training Scheduling / LMS (Learning Management Systems ) / Material Development Tools:**
  - SEN (SAP Enable Now), InfoPak, RWD, uPerform, WPB (Work Performance Builder), Captivate, SnagIt, WebEx, Zoom, CW (Compliance Wire), Saba, ReSite, SAP Tutor, SAP TEM (Training & Event Management)
- **Database & Reporting Development / Design / Administration / Programming**
  - MS Access Tables / Forms / Queries / Macros / VB Script / ODBC Links / Reports
  - SQL Server 2000 / MySQL / Oracle
  - Data Importing / Exporting / Reformatting / Manipulation / Backups / Restores / Analysis / Reports
  - HTML / VB / VBA Script / ASP / Java / JavaScript / C++ / COBOL / ABAP
- **Softwares / Applications / Tools**
  - MS (Power Point / Publisher / Project / Visio / Word / Excel / Outlook / Express / Exchange)
  - IIS / Lotus Notes / Cluster Servers / Virtual Machine
- **Leadership & Project Management**
- **System / Business Analysis**
- **Account/Project Management / Customer Service / Sales / Telemarketing / Advertising Online/Print**

## Education & Courses

2015	<b>Certificate IV - Training &amp; Assessment TAE40110</b>	<b>Metro College of Technology</b>	<i>Completed</i>
2008	<b>Graduate Certificate in ERP Systems (SAP)</b> <ul style="list-style-type: none"><li>• Applications Programming Techniques ABAP</li><li>• Enterprise Resource Planning Systems</li><li>• Business Process Engineering Workflow</li><li>• Client Server Technology</li></ul>	<b>Victoria University (Online)</b>	<i>Completed</i>
2005	<b>SAP HR Courses</b> <ul style="list-style-type: none"><li>• Personnel Administration and Organizational Management</li><li>• Configuration of Master Data, Time Recording, Time Evaluation and Payroll</li><li>• Reporting in HR</li></ul>	<b>CIC Certified IT Consultants (Self Study)</b>	<i>Completed</i>
2002	<b>Cert III Business Office Administration</b> <ul style="list-style-type: none"><li>• Basics of Accounting</li><li>• Maintaining Daily Financial Records using MYOB</li></ul>	<b>Yamuloong Group - Sydney</b>	<i>Completed</i>
2000	<b>3<sup>rd</sup> Yr. BSc. Computers &amp; Mathematical Science</b>	<b>Victoria University of Technology</b>	<i>Deferred</i>