

# *Ehab Elagaty (Bobb)*

## Profile

- ✓ +22 Years of **General IT** experience in Consulting / Training / Testing / Support / Development with Sales / Marketing / Management / Account Management / Project Management Experience.
- ✓ +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)
- ✓ +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.
- ✓ 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 and 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** and **SAP Recruitment/Resourcing**.

## 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 Training 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 / Programing**
  - 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>

## **Employment History**

- 11/2018 – Current**    **SAP Education/Training Consultant**    **SAP MENA** via Recruit121 & Roots Int  
**SAP Payment Education Consultant**    Client: **SAMA** (Saudi Arabian Monetary Authority)    *Riyadh*  
Develop Several SAP Training Materials as eBooks and Simulations for Payments and ePayments Courses using SEN (SAP Enable Now). The courses are designed for Pre-UAT (User Acceptance Testing) and End User Training for the impacted employees in SAMA (Saudi Arabian Monetary Authority / Saudi Central Bank). The solution is SAP Banking across S/4HANA, SAP Fiori and ECC platforms and systems across the following areas:
- ✓ ACM (Account Management)
  - ✓ PY (Payments, ePayments)
  - ✓ LoC (Letter Of Credits)
  - ✓ CYM (Currency Management)
- SAP MRS / Work Manager Training Consultant**    **Marafiq (MASA)** via **SAP MENA** & Dexler    *Al-Jubail*
- Deliver SAP MRS (Multiresource Scheduling) and SAP Work Manager TTT (Train The Trainer) Training for a group of Trainers from MASA (a joint venture between a Power & Water Utility Company in Saudi called Marafiq KSA and a French International Company called Saur) via SAP MENA and Dexter covering the following courses using SEN (SAP Enable Now) Simulations:
    - ✓ Master Data
    - ✓ Preventive Maintenance
    - ✓ Notifications
    - ✓ Corrective Maintenance
    - ✓ Heavy Equipment
    - ✓ Reports
    - ✓ Work Manager via Mobile Devices
- 01/2017 – 11/2018**    **Freelancer**    **Self Employed**    *Melb/Syd/Cairo*
- 07/2016 – 12/2016**    **SAP Training / Roles / Reporting Lead**    **Medtronic** via CCTalent    *Sydney*
- Finalise the JRM (Job Role Mapping) process by assigning Courses to Users based on mapping Users to Job Role Templates, Courses and SAP Technical Roles to Job Role Templates in the CGen3 Project for Medtronic & Covidien employees
  - Prepare Training Needs Analysis, Training Schedule and Assign Users to Training Sessions for the following types of Training:
    - TTT (Train The Trainer)
    - EUT (End User Training)Across several business lines such:
    - Finance
    - Delivery
    - Pricing
    - Service & Repair
    - Regulatory
    - Customer ServiceAcross several SAP Modules and Systems such:
    - SAP FI, PM, BI and SRM
    - ServiceMax, Vendavo, eCATs, Expense Express and ReadsoftUsing 2 different LMS's (Learning Management Systems):
    - CW (Compliance Wire)
    - SabaAcross:
    - 16 Countries
    - 17 different Training Locations
    - Online / Classrooms
    - Over 500 classroom
    - Over 8,500 users
    - Over 650 new SAP Users given access
    - Over 70 New Trainers Trained
    - Over 150 Unique Technical Roles
    - Over 80 distinct courses
    - Over 9,500 Technical Roles assigned
  - Coordinate / Credit the completion of courses, acquiring certificates and getting SAP Technical Roles assigned based on the completion and attendance of courses
  - Compile Weekly/Daily Reports and Statistics by cleansing and combining data from 19 raw data files generated from 2 different LMS Systems (Saba / CW)

**01/2016 – 06/2016 Training Manager / Trainer ESIFA Melbourne**

- Manage prospecting, registrations, scheduling and training delivery for several RTOs across several areas

**02/2015 – 11/2015 SAP Training Manager Qatar Petroleum via HP Doha**

- Manage all aspects of the SAP Training related to the SAP Phase 3 Project in QP such as:
  - Training Strategy, Processes & Procedures, Training Development Tools and Techniques
  - Training Delivery Methods, such as: Onsite Classes, 1 to 1, Auditoriums, Virtual Classes, Simulations, TTT
  - Training Deliverables
  - Training Plans, Schedules and Resources
  - Training Scope, Course List, Course Role Mapping and Curriculum Catalogue
  - Training Needs Analysis and JRM (Job-Role Mapping)
  - Training Quality, Risks & Issues, Status, Statistics and Reports
  - Training Material Development and Delivery using WPB (Work Performance Builder) known now as SEN (SAP Enable Now)
  - Orientation/Awareness Sessions and Knowledge Transfer
  - Training System Environments Population and Testing for Training
  - Training Performance Evaluations and Feedback
  - Post-Go live Analysis and Ongoing Training Demands
  - Participated in some OCM (Organisational Change Management) and Communication Activities

**03/2014 – 01/2015 Training Manager / Trainer ESIFA Melbourne**

- Manage prospecting, registrations, scheduling and training delivery for several RTOs across several areas

**09/2010 – 12/2013 SAP Training Manager Saudi Electricity via HP/ITM Khobar**  
**SAP Training Delivery Manager**

- Manage the SAP Training Delivery at Saudi Electricity:
  - through several SAP Implementation / Rollout Projects
  - across several Solutions Systems and Modules such as ECC (SAP HCM/HR, FI, PM, PP, MM, PS, FI, BI/BW), SRM, CRM, SCM, ISU - Oil & Gas
  - with a team of up to 34 Trainers
  - in 4 different locations Dammam, Riyadh, Abha, Riyadh
  - using 19 Training rooms
  - over 2 Shifts Morning & Evening
  - with over 8,000 End Users and 80 Super Users
  - across several different business lines: Generation, Transportation, Transmission, Customer Distribution and Fleet Management
- Develop training plans for the number of sessions and the courses to be trained across the training rooms in the 4 regions
- Schedule the participants into the training sessions on to the SAP TEM (Training and Event Management) System
- Assign Trainers to different courses / sessions in different locations based on the JRM (Job Role Mapping)
- Coordinate the mobilizations for the Trainers with different outsourcing companies based on the training needs
- Manage the Knowledge Transfer process required for the trainers before the start of the Training Material Development using uPerform and the Training Delivery
- Manage training the trainers on using the attendance / evaluation system
- Manage training issues raised by training coordinators / trainers / participants / the client
- Monitor and Report the progress of training to the project management team

#### **SAP BI/PS Trainer**

- Deliver SAP BI Training to End Users
- Assist in the preparation for SAP PS Training

**11/2009 – 09/2010 Training Program Manager MILE Institute Jeddah**

- Assist with the launch of the first executive training program PALM Jan 2010
- Assist with the preparation for the second program PALM Oct 2010
- Manage the marketing campaign for the executive training programs
- Qualify & manage the online applications for the executive applicants
- Manage some of the mobilization and logistics for the training program

**SAP HCM Trainer**

- Analyse the HCM Training Needs & Designing HCM Course Structures based on Roles & Processes
- Develop Training Materials & e-Learning Simulations using the RWD tool (uPerform)

**SAP HR Functional Consultant**

- Provide SAP HR “After Go-Live” Support:
  - Providing remote support to SAP HR end users
  - Performing configuration changes to the SAP HR system
  - Assisting with SAP HR Data migration issues

**SAP HR Training Lead**

- Lead a small group of 5 trainers, responsible for:
  - Screening and performing QA checks on training materials & presentations
  - Assisting in scheduling and planning for training schedules
  - Assisting in the planning for the training system, clients, data, logins and labs

**SAP BI Trainer**

- Train Saudi Airlines Trainers to train other users on:
  - Analysing BI Reports through the Web Application/BEx
  - Adding/Removing/Swapping Characteristics
  - Filtering, Drilling Down, Conditions, Exceptions and Broadcasting

**SAP HR Trainer**

- Prepare Training Data manually and via LSMW (Legacy System Migration Workbench)
- Develop Training Materials and Offline Simulations / Demos using tools such as: Adobe Captivate , Resite and SnagIt
- Deliver HR Training in the following areas:
 

PA (Personnel Administration)	PD (Personnel Development)	HR Reporting
OM (Organizational Management)	PY (Payroll)	LSO (Learning Solutions)
TM (Time Management)		

 Time Recording via ESS/MSS (Employee/Manager Self Service) and CATS (Cross Application Timesheets)

**SAP FI-AP Trainer**

- Deliver SAP Training Vendor Master Data, Invoices & Payments and Accounting Documents & Items
- Provide Post Go-Live Support to the FI users
- Develop Offline Simulations / Demos
- Translate some FI Training Materials into Arabic

**02/2007 – 09/2007 SAP Business / System Analyst****Coles Group via Candle ICT****Melbourne****SAP Business Analyst Tester**

- Test SAP FI/AP customised transactions and programs developed using Mercury Quality Center  
Such as CWIP (Capital Working In Progress) Reports, Marking Vendors for Deletions, Remittance Advices
- Define Requirements
- Create Test Cases / Scripts / Sets / Steps
- Perform System / Integration / Regression Testing
- Identify and raise Defects
- Manage fixes for defects, transporting fixes and retesting
- Develop a process flow documentation for using Mercury Quality Centre

**CPS System Analyst**

- Maintain Coles CPS Customer Planning System:
  - Maintain / Update VBA code and comments for some of the CPS Application Databases
  - Analyse and review the process of the Calculations
  - Perform Data Analysis, Data Reformatting and Cleansing Remove Duplicate Records / Set up Primary Keys and Relationships
  - Design a Maintenance Form to highlight Critical reports that require attention based on reports that have records whilst they should have no records
  - Facilitate capabilities to import / export Modapts time study files into a Master DB so they may be modified within the DB and used for Analysis
  - Write Manuals, Technical Documentations and Training Materials
  - Train system analysts on how to maintain the database
  - Test new changes made to the database
  - Automate sending a bulk of reports to various stores by email



- 06/2005 – 02/2007 SAP HR/PS Consultant** **CIC (Certified IT Consultants)**  
**SAP HR Consultant** Client: **Al-Mansour Automotive Chevrolet** *Cairo*
- Deliver SAP Overview Training for End Users
  - HR Blueprints & Configuration for mini HR Master Data PA/OM Personnel Administration for the Service Employees / Organisational Management Structure for the entire enterprise across all companies
  - CATS Configuration:
    - Record clock in/out times, attendances, wagetypes for labourers.
    - Transfer attendances as wagetypes to HR Human Resources
    - Transfer confirmations of service order operations to CS Customer Service
  - Assist in CS Implementation
    - Perform gap analysis by identifying standard supported solutions within SAP and required enhancements.
    - Prepare the Blueprint for clients
    - Track and manage issues between senior consultants, developers and users
  - Solution Manager Administration & Training
    - Assist the Basis team with the configuration and the administration of solution manager, Creating the Project, Configuring the Landscape, Setting up Roadmaps and Issue Management
    - Train project consultants and project managers with how to: use Solution Manager, utilise the document version control and protection provided by Solution Manager, access SAP transactions and IMG settings on any of the project systems through Solution Manager, BC sets for preconfigured Business Configurations
  - Workshops / Courses / Presentations / Simulation / Development
    - Undertook SAP HCM/HR course in PA / OM / TM / PD / PY / Reporting
    - Had exposure to Recruitment / TEM (Training & Event Management) / Benefits / Compensation Management
    - Gave sales demo presentations covering benefits of HR components
    - Gave peer presentations to train new colleagues in HR Module
    - Implemented mini-demo projects to simulate different aspects and cases in HR such as batch salary increase, advanced payment leaves, travel management and appraisals in Human Resource
    - Used LMSW (Legacy System Migration Workbench) to import data from text files into the HR System
    - Participated in other workshops such as Finance, Controlling, Project Systems, Plant Maintenance, Sales and Distribution and Material Management
    - Assisted remotely with some HR requirements related to things like Loans, Leaves and HR Reports for a project in the UAE with Spinneys
- SAP PS Consultant Assistant** Client: **Talat Mostafa Group** *Cairo*
- Assist with developing blueprints and business process modules
- 01/2004 – 06/2004 Outbound Sales Consultant** **Fairfax / The AGE** *Syd/Melb*
- Telemarketing / Account Management
  - MS Access Database Development / Macro Development / Testing
- 10/2001 – 06/2003 Customer Relations / Developer** **Talking Tech** *Sydney*
- MS Access Database Development
  - Customer Service Team Leader
- 04/2001 – 07/2001 Sales Support Engineer** **Harvest Road** *Sydney*
- Software Installation / Testing
  - Software Support
  - Network Administration
  - Pre - Post Sales Support
- 01/2001 – 04/2001 Support / System Administrator** **Harvey World Travel** *Sydney*
- Development of EXE Patches to configure Command Antivirus & CSS Central
  - Development of Technical Manuals for Alstom IT an outsourced helpdesk company for Harvey World
  - Network / Internet / Email Support
- 07/2000 – 01/2001 Web Globalisation Consultant** **eTranslate** *Melbourne*
- Telemarketing
  - Account Management
  - Project Management
  - Web / Database Development HTML / ASP
  - Internal Support and Training