# Professional Summary

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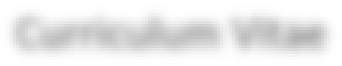
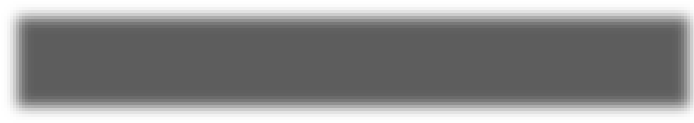
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**Curriculum Vitae**

# Focused and quick-learning Developer, Technical Consultant and Report Writer with over 3 years of experience in offering support, training, and implementation of Sage X3 ERP System. My core competence is in the technical support (System Administration), Development (Customisations as per customer requirements) and system Integrations. I am familiar with most modules in X3, with more knowledge and experience with the Stock, Distribution and Purchase modules. I have strong written, verbal, and visual communication skills which enables me to provide remarkable customer service.

# Skill Highlights

|  |  |
| --- | --- |
| * Java Programming * Ability to work independently. * Strong decision maker * Complex problem solver * Windows Server Management * 4 GL Development * .NET * Postgres SQL * Kibana | * Database Administration * Network Management * Service-focused * Report Writing * Data analytics * SQL Programming * C# * VB scripts and Macros * Postman |

# Experience

**Sage X3 Technical Consultant/ Developer, Elite Agro Holding(EAG). Abu Dhabi, United Arab Emirates**

**June 2022 - Present**

**Duties and Responsibilities**

* First line of technical support for all technical and development issues
* Support for 12+ companies using sage in the group on a 4 tier Architecture (Web, Print, App and DB Servers)
* Integration and support to third party applications (e.g., Route Pro application by Mirnah, Treasury management system)
* Bank integrations and bank statement reconciliation configuration
* Sage Enterprise Intelligence report developments and configurations
* Creation of row level permissions and access codes to streamline user access per company
* Budgets, Historical ageing (AP and AR) and Trial balance integration to Oracle Hyperion system
* Stock ageing reports and stock valuation reports (Comparison to GL transactions)
* Day to day business operation reports developments using Crystal reports, BI service (SEI), view queries and Sae enquiries
* As the only technical consultant, I am also responsible for making sure that system performance is optimal by doing regular maintenance on the DB as we have huge volumes of Data approx. 1.75 TB

**Recent Projects**

* Currently implementing ZATCA e-Invoice integration for a Saudi customer using REST webservices
* FAB bank integration using SOAP web services.
* Support and maintenance for the distribution application integration to Sage (Route Pro)
* Treasury management system integration for MT940 bank statement import
* Major developments include a custom module for internal requests linking with Miscellaneous issue function.
* Patching activity from V11 P17 to V11 P22
* Halcom bank integrations for our Serbian entity
* E-invoice development for our Serbian entity

**Level 1 Support Technician, ZSS (Veritran)**

**Mar. 2022 – May 2022**

**Duties and Responsibilities**

* Troubleshooting of customer issues
* Configuration of Bank USSD code
* Monitoring of V-suite services for all supported banks
* Reading service logs to determine errors and provide a solution.
* To provide customer service to banks
* Writing of High-end SQL scripts to fetch customer data to process and post refunds.

**Achievements**

* Fully automated the process of performing refunds in the system by designing and SQL program working hand in hand with a postman Runner collection.

**Sage X3 Technical Consultant/ Developer, Mucheki Consulting. Harare, Zimbabwe**

**Mar. 2020 – May 2022**

**Duties and Responsibilities**

* Sage X3 ERP System Administration and support
* 4GL Development on Sage ERP X3 (Bespoke solutions to fit customer requirements and business processes)
* Training and UAT with end users
* Integrations of the X3 ERP with other systems e.g., Docuware, SigniFLow, etc. using Web Services (SOAP, REST)
* Crystal Report writing (Budget Reports, Financial Statements, TBs etc.)
* Sage X3 ERP Implementation (Installations, upgrades, updates)
* SQL Server Database Management
* Streamlining of user role access
* ZAP BI Reporting tool
* Sage Intelligence reporting tool
* Scoping for Sage X3 ERP Implementations

**Projects Involved**

* BIPA (Namibian Business Registry)
  + Scoping and Installation of the system
  + Customising the system to fit the business requirements
  + Training manual creation and end to end user training
  + Integration to existing software
* Unilever (Kenya, Rwanda, Tanzania, and Ghana)
  + Post-go live support for Unilever Rwanda
  + Service level support for the business
  + Developing bespoke solutions for changing requirements
  + EDMA reports
  + Crystal reports generation
* Haco Industries (KE)
  + Support services for both Sage X3 ERP and HRM
* Finlay’s (KE)
  + Service level support for the business
  + Developing and customising the solution to meet business changing requirements
* Kevian Kenya
  + Service level support for the business
  + Developing new solutions for changing requirements
  + Crystal Report design and development
* Braeburn Group of International Schools
  + Implementation of Sage X3 ERP
  + Development of school fees module with the help of the PJC module
  + Report creation and generation
  + Customisations of existing modules to cater for business requirements
* Isuzu (KE)
  + Support for the Sage X3 HRM system
  + Customisations of the HRM system
* BCM Group
  + Creation of users and streamlining roles
  + Implementation and integration of Docuware

**Assistant Systems Administrator, FMC Finance. Harare, Zimbabwe**

**Aug. 2019 – Feb. 2020**

**Duties and Responsibilities**

* System Administration
* Network Management
* Security Management
* User Support
* Firewall Configuration and management (Sophos XG Firewall)
* Branch network configurations and installations
* Database Management (SLQ Server)
* Writing SQL Scripts
* Server management (incl. AD Server)
* Computer Hardware Maintenance
* Crystal Report Writing Incl. Financial Reports, Day to Day reports etc
* Install and perform minor repairs to hardware, software, or peripheral equipment, following design or installation specifications.
* Review of network logs and firewall rule alerts
* Read technical manuals, confer with users, or conduct computer diagnostics to investigate and resolve problems or to provide technical assistance and support.
* Develop training materials and procedures, or train users in the proper use of hardware or software.
* Modify and customize commercial programs for internal needs.
* Reinstall software programs or adjust settings on existing software to fix machine malfunctions.

**ICT Intern, FMC Finance. Harare, Zimbabwe**

**Jul. 2017 – Aug. 2018**

**Duties and Responsibilities**

* User Support
* Computer Hardware & Network Maintenance
* System Backups (incl. DBs)
* Ad hoc maintenance
* installation and repairs of hardware
* Data extracts in various formats incl. Excel
* System maintenance
* Train users on Microsoft Office Products

# Education

**National University of Science & Technology**, **Bulawayo**, **Zimbabwe**

Bachelor of Science Honours Degree in Computer Science, Computer Science, Nov. 2019

(Upper Second Division)

**Certifications**

* ***Sage X3 Certified System Administration Consultant***
* ***Sage X3 Certified System Engineer***
* ***Sage X3 Certified Developer***
* ***Sage X3 Certified Integration Developer***

**Referrals**

Harrison Emacar

Senior Developer

Mucheki Consulting

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William Obege

Technical Consultant

Mucheki Consulting

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