

Aasim S A E E D



PERSONAL INFOS



Current Address

IG3 9NP, Essex



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UK Visa Status

Full Right to Work with Leave to Remain

Willing to Relocate

SKILLS & COMPETENCIES

- Excellent negotiation and multitasking skills
- Strong organizational and interpersonal skills
- Excellent presentation and critical thinking abilities
- Possesses strong people management skills
- Self-driven with the ability to manage and prioritize
- Strong analytical and problem-solving skills
- Demonstrates excellent verbal, written, and presentation skills
- Ability to lead and work within a team environment
- Outstanding written and verbal communication skills.
- Excellent creativity and managerial skills
- Ability to multi-task and use time and budget efficiently
- Strong leadership and collaboration skills
- Excellent supervisory and motivation skills
- A team player with keen attention to details
- Excellent coordination and problem solving skills

PROFESSIONAL SUMMARY

Innovative, reliable, dedicated and detail oriented Delivery Focused Manager with proven track record in Business – IT (BIT) partnership; IT demand management; BIT alignment; global IT operations management as well as organization development & capability building. Hands on Experience of service design, development, transition & run of IT services from business process blueprints to requirements gathering; process re-engineering; Solution & Architecture Design in highly regulated and controlled Pharmaceutical Production and Commercial concerns. Equipped with the ability to work with local, regional & global business leaders and managing multicultural, cross-continental Business and IT teams across Oceania, APAC, Middle East, Europe and Americas. Experienced service manager with experience in dealing with out-sourced Partners & other vendors, government authorities (Tax Authorities, Health Departments) & private agencies.

PROFESSIONAL EXPERIENCE

Sept-2018 - to-date | Senior Consultant

ARIA Systems, DECISIONS.COM, SMAJO UK Limited London, United Kingdom

Jun 2009 - Sept 2017 | Service Delivery Manager – ERP & BAs

MERCK Private Limited

Singapore

- Established and maintained vendor and marketing relationships, both internal and external, in support of account and client capital needs.
- Responsible to serve as strategic interface with various business units & shared functions
- Refreshed and maintained data center infrastructure, managed procurement life cycle and ensured asset maintenance.
- Ensured appropriate documentation was in place for specific support requirements.
- Managed fortnightly incident review and monthly service review meetings and annual performance review of strategic vendors to reduce costs to the company
- Changed Request Management including Development, Unit/Integration/Functional Testing, Transport, UAT
- Responsible for periodic reviews of RISK Logs, Exceptions & resolutions of any observations or conflicts of controls.

Apr 2008 - June 2009 | Manager ERP & MIS Department

Saudi Mechanical Industries

Riyadh, Saudi Arabia

- Ensure continuity and cost efficiency, Procurement of IT Equipment & Services
- Ensured proper setup of Active Directory Services to reduce IT Support Efforts.
- Established MIS Department and standardized IT Equipment & Applications
- Redesigned all production forms resulting in more data capture and less data entry errors.
- Assisted in the creation of new production standards that resulted in higher productivity.
- Improved financial and inventory reporting efficiency and content
- Developed and executed scripts on database servers as necessary to improve data quality/integrity
- Directed all resource allocations, budgets, training programs, and upgrades for the ERP system

Apr 2008 - June 2009 | Deputy Manager IT Service Center & BCP

Bayer Pakistan Private Limited

Karachi, Pakistan

- Responsible for ERP Integration and Migration from SCHERING
- Established IT Service Desk
- Worked as Acting Head for smooth business and organizational operations.
- Prepared strategies and allocate appropriate resources for activities.
- Coordinated with operational staff and developed long and short term objectives.
- Managed & developed documentations regarding IT Disaster Recovery & Business Continuity Planning in-absence of one or more computer systems.

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EDUCATION & CERTIFICATES

2010 | Project Management Professional (35 PDU's)

Obsideo Technologies (UK) in Singapore

2003 | ITIL V3 Foundation

EXIN – OGC – APM

2001 | Microsoft Certified Solutions Developer

Microsoft Corporation

Jan 1997 - Dec 1999 | Bachelor of Computer Science

Foundation for Advance of Science & Technology (FAST) – Institute of Computer Science – National University of Computer and Emerging Sciences (NUCES)

TRAININGS

- ISO 9001 – Quality Management Systems
- ISO 2000 – IT Service Management
- ISO 27001 – Information Security Management
- Audit Management
- Lean & Six Sigma for IT
- Agile for Managers

REFERENCES

Available upon request

PROFESSIONAL EXPERIENCE Cont...

• Sept 2000 – June 2007 | ERP Systems Administrator

SCHERING Asia GmbH

Lahore, Pakistan

- Envisaged and implemented Sales & Distribution System to provide real-time information to various levels of management
- Implemented at that time state-of-the-art CRM system based on Lotus Domino
- Coordinated with the local, regional & global Business & IT teams to provide business process improvement and then prepare the necessary specifications.
- Established remote offices with connectivity to the head-office to reduce carbon-foot-print and to go paperless
- Prepared all ERP related help desk calls and their resolution that was suggested.
- Upgraded the servers with the help of various patches and software upgrades.
- Worked help desk and responded to client inquiries.
- Coordinated with IT team to develop efficient system operations.
- Provided technical support to all areas of the business in relation to master data management
- Responsible for ERP, CRM and Business Applications Administration
- Responsible for Systems Analysis, Programming and Software Development

TECHNICAL SKILLS

Communication:

Virtual Private Network (VPN), DXX, DSL, Radio Modems, Dial-Up Networks

Operating Systems:

Microsoft Windows, DOS, Mac OS X, IBM OS/400 (V5R2), Ubuntu, AWS

Databases: Microsoft SQL Server, Microsoft Access, DB/400, Oracle 10g, MySQL

Languages: Visual Basic, C++, PERL, SQL

Packages:

ERWIN, Rational Rose, Visio, Lotus Notes, MS OLAP Services, Microsoft SharePoint

ERP & CRM Systems:

MAPICS, Bay4S, EPICOR iScala 2.3SR1/3.0, Scala 5.0, Relavis ETMS, SAP, MDM

Processes:

ITIL, Project Management, ISO, HP Service Manager, ServiceNow, DECISIONS.COM

INITIATIVES

- Annual –Boot-Camps, alternatively in APAC / EMEA with 2nd & 3rd Level support and 1st Level to share experiences and brain storming
- Business-IT Newsletter for ERP & Business Applications
- Intuitive use of Microsoft SharePoint for Document Management / Version Handling
- Team Building Activities
- Electronic Calculation of Incentives & Commissions for Marketing & Sales Reps.