

SHAHUL HAMEED

ERP & CRM FUNCTIONAL CONSULTANT • BUSINESS SYSTEMS

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PROFESSIONAL SUMMARY

ERP and CRM implementation specialist in Dubai, currently working as an IT Business Analyst. Takes business systems from requirements gathering through process mapping, configuration, UAT and go-live — Odoo, Zoho One and HubSpot across 18+ client engagements since September 2025. Currently certifying in Microsoft Dynamics 365 Business Central (MB-800). B.Sc Computer Science and MBA in Systems & Operations Management, so the process design and the system configuration come from the same person. Also runs the commercial side — RFQs, supplier evaluation and BOQs — scoping and costing an implementation in the same conversation.

CORE COMPETENCIES

ERP & CRM: Odoo • Zoho One • HubSpot CRM • Microsoft Dynamics 365 Business Central (MB-800 in progress) • WMS • SAP exposure (procurement & goods receipt transactions) • module configuration • data migration planning • user onboarding & training

Business Analysis: Requirements gathering & elicitation • BRD/FRD documentation • as-is/to-be process mapping • fit-gap analysis • workflow design • UAT coordination • SOP authoring • stakeholder management

Cloud & Modern Workplace: Microsoft 365 tenant administration • Entra ID • Exchange Online • Intune • licensing assessment • Microsoft Copilot • Google Workspace • SPF/DKIM/DMARC

Commercial & Vendor: RFQ management • supplier evaluation & comparison • BOQ preparation • technical proposals & quotations • scope-gap analysis • procurement and delivery coordination

Data & Automation: Excel (Power Query, data modelling) • Python (pandas) • reporting automation • KPI dashboards • SQL

Infrastructure: Enterprise networking & switching • structured cabling • Wi-Fi planning • CCTV & access control • site surveys

PROFESSIONAL EXPERIENCE

IT Business Analyst — Smart InfiniTech Solutions FZ-LLC

Sep 2025 – Present

IT services and digital solutions provider • Dubai, UAE

- Implement and configure Odoo, Zoho One and HubSpot — lead pipelines, attendance dashboards and automated workflows — reducing client manual tracking time by approximately 30%.
- Assessed the digital environment of an education-sector client operating on Google Workspace, WhatsApp and spreadsheets, and designed an integrated CRM, ERP and workflow architecture to replace disconnected manual processes.
- Deliver business analysis across 18+ client engagements spanning construction, education, F&B, aerospace, logistics and retail — from requirements workshops through solution design, configuration, UAT and go-live.
- Author BRDs, functional specifications, SOPs, IT policies and technical documentation for 5+ client organisations, and coordinate stakeholders across management, client teams, vendors and implementation partners.
- Build and administer Microsoft 365 environments for 3 corporate clients — tenant setup, Entra ID, Exchange Online, Intune and licensing assessment including a Copilot evaluation for an aerospace client — supporting 40+ users with Tier 1-2 escalation handling.
- Prepare BOQs, technical proposals, comparative supplier evaluations and client quotations, running RFQ-to-award end to end and giving the business costed option sets rather than single quotes.
- Automated recurring client reporting in Python and Excel, reducing report preparation time by approximately 30%.
- Coordinated a multi-site technology rollout for an L&T construction joint venture across three UAE sites, including a 300+ user office redesign planned from an RF heatmap survey.

Team Leader — Warehouse Operations — GMG (Trilogi Logistics)

Mar 2025 – Sep 2025

Global well-being retail and logistics group • Dubai, UAE

- Ran daily warehouse operations through the WMS — order processing, picking, quality control, stock movements and dispatch — for a live retail and e-commerce fulfilment operation, acting as floor point of contact for the associate team.
- Worked with SAP-driven procurement and goods-receipt processes at transaction level, coordinating with the systems team on exceptions and stock discrepancies.
- Raised order accuracy to 98% and reduced operational errors by 30% through units-per-man-hour monitoring and root-cause analysis of recurring fulfilment failures.
- Improved WMS reporting efficiency by 12% and lifted team productivity by 25%.

- Designed SOPs and trained 50+ associates on warehouse workflows and system processes; enforced health and safety compliance on the floor.

EDUCATION

MBA, Systems & Operations Management — CGPA 8.31 / 10 2023 – 2025
Sathyabama Institute of Science & Technology, Chennai, India

B.Sc Computer Science — CGPA 8.2 / 10 2020 – 2023
RDB College of Arts & Science (Bharathidasan University), Thanjavur, India

CERTIFICATIONS

In progress: Microsoft Dynamics 365 Business Central Functional Consultant Associate (MB-800) · AWS Certified AI Practitioner (Afaaq Programme, e& × Amazon)

Completed: Microsoft Applied Skills — Azure Administration · Microsoft Copilot & Applied AI (Learnathon) · AWS Generative AI Foundations · Dubai Future Foundation, One Million Prompters · TDRA — Business Analysis · Project Management Essentials (PMEC) · CSCMP Operations Professional

EARLIER EXPERIENCE — INTERNSHIPS & STUDENT PROJECTS

- AI & Data Analytics Virtual Intern — Skills4Future (Edunet Foundation, with AICTE & Shell), Dec 2024 – Jan 2025: built an NLP chatbot for sustainability queries and led data modelling for AI-driven environmental solutions.
- Data Analytics Virtual Intern — Vodafone Idea Foundation, Oct 2024 – Nov 2024: analysed retail sales data in Python and Pandas and built predictive-analytics models for resource planning.
- AI in Educational Business Decisions — MBA dissertation, 2025: surveyed AI adoption across 150 institutions, identified implementation barriers and proposed an adoption framework.
- Opinion Spam Detection — B.Sc project, 2023: built an ML review-classification system on a SQL Server backend.

ADDITIONAL

Languages: English (fluent) · Tamil (native) · Malayalam (basic) · Hindi (basic)

Availability: UAE residence visa holder · 30 days' notice · open to Dubai and Abu Dhabi