



# Feroz Abubakr

IT Professional

## Contact

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## Skills

Computer hardware and  
networking

Operating systems

Virtualization

ERP and CRM  
software expert

Microsoft 365

Teamwork

Customer service

User training

Complex problem solving

IT professional with 10+ years of experience specializing in ERP systems, technical support, and IT infrastructure management. Proven track record of improving system efficiency and leading successful digital transformation projects for diverse industries.

## Work Experience

2017-06 - 2024-01	<b>ERP Systems Manager &amp; IT Consultant</b> <i>Marg ERP Ltd, Mazar-E-Sharif (Main Branch, New Delhi, India)</i> <ul style="list-style-type: none"><li>Implemented and customized ERP and CRM systems for over 700 clients optimizing business processes and increasing operational efficiency by 30% on average.</li><li>Consolidated information for 21 different business units' billing activities by re-engineering billing and invoicing application with Marg ERP systems.</li><li>Provided remote technical support for various systems, resolving 90% of issues on the first attempt and achieving an average resolution time of less than 2 hours.</li><li>Configured and maintained network connections and over 20 printers, ensuring 100% operational reliability for smooth operations.</li><li>Skilled in providing technical support through helpdesk ticket system resolving over 200 phone calls monthly, and maintaining a customer satisfaction rate of 95% through phone and email support.</li></ul>
2008-02 - 2011-01	<b>IT Support Engineer</b> <i>Deanat Karan Co. Ltd, Mazar-E-Sharif</i> <ul style="list-style-type: none"><li>Installed, configured, tested and maintained operating systems, application software, and system management tools for over 30 workstations, ensuring 99.9% system availability.</li><li>Reduced downtime by 35% through swift diagnosis and resolution of hardware, software, and network issues.</li><li>Increased user satisfaction by 25% through effective communication and resolving 95% support tickets within SLA timeframes.</li><li>Assisted in the development of IT policies, procedures, and best practices to maintain a secure computing environment.</li></ul>

# Languages

Persian	<div><div></div></div> Bilingual or Proficient
English	<div><div></div></div> Advanced (C1)
Russian	<div><div></div></div> Advanced (C1)
Hindi	<div><div></div></div> Advanced (C1)
Uzbek	<div><div></div></div> Advanced (C1)
Pashto	<div><div></div></div> Intermediate (B1)
Turkish	<div><div></div></div> Elementary (A2)
German	<div><div></div></div> Elementary (A2)

## Education

2024-01 - Present	<b>Bachelor of Science in Computer Science</b> <i>Gisma University of Applied Sciences - Berlin, Germany</i>
2013-01 - 2016-01	<b>Bachelor's Degree, Business Management Studies</b> <i>ISBM - New Delhi, India</i>
2014-01 - 2016-01	<b>Diploma, Networking and Infrastructure Management</b> <i>National Institute of Information Technology (NIIT) - New Delhi, India</i>

## Certifications

- CCNA, CCNP (Routing & Switching)
- CCNA (Security)
- A+&N+ (Hardware & Networking)

## Accomplishments

- Led the digitization of tasks for 10+ organizations across sectors such as pharmacies, hospitals, FMCG, and businesses, developing customized software solutions and automating workflows, resulting in a 30% improvement in efficiency and reducing manual errors by 25%.
- Successfully positioned Marg ERP software as the #1 choice in the market within 2 years, driving adoption through strategic improvements, customer support enhancements, and targeted marketing efforts.
- Trained and supported 50+ customers of diverse age groups on new IT systems and software, improving their technical proficiency by 40% and reducing support queries by 20% within the first three months.
- Supervised team of 30 staff members.