



# MOHAMED RAFAQ

Senior Executive - Procurement -IT

ISO 9001:2015 MR

## CONTACT

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18th Novemembr Street  
Azaiba, Muscat, Oman

## EDUCATION

- Bachelor of Business Administration(BBA) from Annamalai University
- Diploma in Computer Engineering - Technical Board Govt of Kerala
- Higher Secondary Education- Govt of Kerala

## PROFESSIONAL CERTIFICATION

- IRCA Lead Auditor
- IRCA Internal Auditor

## SKILLS

- IT & Procurement Strategy
- Vendor Relationship & Contract Management.
- IT Infrastructure & Software Procurement
- Digital Transformation & Innovation
- Project Coordination & Management
- Budgeting & Cost Management
- Supply Chain Optimization
- ERP & IT Systems Integration
- Team Leadership & Development
- Strategic Planning & Execution
- Business Continuity Planning.

## PROFILE

- Dynamic Senior Executive with over 15 years of comprehensive experience in IT management and procurement. Highly accomplished and results-driven with proven track record of driving digital transformation, implementing innovative solutions, and aligning IT strategies. Negotiating high-value contracts with vendors, and implementing cost-saving strategies that align with organizational goals.
- ISO 9001:2015 Quality Management System Implementation track record.

## WORK EXPERIENCE

### • Dawood Contracting LLC - Muscat

Senior Executive - IT & Procurement

2016 - PRESENT

- Managed end-to-end IT procurement processes, including vendor selection, contract negotiation, and performance monitoring.
- Coordinated with suppliers to ensure on-time delivery and resolve any supply chain issues.
- Collaborated with IT and finance departments to develop and manage the annual procurement budget.
- Led the procurement of major IT projects, including the acquisition of Xpedeon ERP systems, ensuring alignment with organizational goals.
- Conducted market analysis to identify emerging technologies and trends, providing recommendations to senior management.
- Successfully implemented a new ERP system, improving procurement processes and reporting capabilities.
- Managed installation teams and subcontractors, providing guidance and resolving any on-site issues.
- Collaborated with department heads to assess IT needs and prioritize projects based on organizational goals and budget constraints.
- Managed inventory levels, optimizing stock levels to meet demand while reducing excess inventory costs.
- Conducted departmental Internal audits as part of ISO Quality Management System.
- Monitored and evaluated supplier performance, implementing corrective actions as necessary.
- Assisted in the development of procurement policies and procedures, improving efficiency and compliance.

## COMPUTER SKILLS

- Microsoft Office (Excel, Word, Power Point & Outlook)
- Adobe Acrobat
- Xpedeon ERP System
- Aconex Document Management
- Autodesk BIM 360 DOC
- Microsoft 2022 Server Management.
- Sonicwall Firewaal Management.
- Networking & Problem Solving
- Veritas Backup Management
- Hardware & Software Installation

## LANGUAGES

- English (Fluent)
- Malayalam(Fluent)
- Arabic(Basics)
- Hindi(Basics)

## PERSONAL DETAILS

- DOB: 18/05/1987
- Marital Status: Married
- Oman Valid Driving License

## WORK EXPERIENCE

- **Dawood Contracting LLC - Muscat** 2010- 2016  
IT Support Specialist
  - Provide technical support to end-users, resolving issues related to hardware, software, and network connectivity.
  - Diagnose and troubleshoot system errors and malfunctions, ensuring timely resolution to minimize downtime.
  - Install, configure, and maintain desktop computers, printers, and other peripherals.
  - Assist with the setup and maintenance of user accounts and access permissions.
  - Conduct user training sessions on new software and best practices, enhancing overall user proficiency.
  - Responded to support requests via phone, email, and in-person, providing first-level support and escalating complex issues as needed.
  - Conducted regular system updates and patches to ensure security and performance.
  - Supported remote users via remote desktop tools, ensuring seamless access to company resources
  - Assisted in the setup and deployment of new workstations and mobile devices.
  - Monitored and maintained network connectivity, addressing connectivity issues promptly
- **Firstsource BPM - Coimbatore** 2009- 2010  
IT Desktop Support
  - Provided entry-level technical support for desktop systems, software, and peripherals.
  - Assisted senior technicians with troubleshooting and resolving complex technical issues.
  - Conducted routine maintenance and updates on user workstations and IT equipment
  - Diagnose and troubleshoot system errors and malfunctions, ensuring timely resolution to minimize downtime.
  - Participated in IT training sessions and professional development to enhance technical skills

## REFERENCE

Talal Al Shizawi

CEO - Dawood Contracting LLC

Email : talal@dawood.om