

# Leila Jannati



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## EDUCATION

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Jan 2009 - 2012	<b>Nice Sophia-Antipolice</b> <i>IT Management, Doctorate(Doctorate)</i>	<b>Nice , France</b>
Jan 2006 - Jan 2008	<b>Montesquieu University – Bordeaux IV</b> <i>IT Management, Master (MSc/MA), GPA 17</i>	<b>Bordeaux, France</b>
Jan 2003 - Jan 2006	<b>industry management</b> <i>e-business, Master (MSc/MA), GPA 17</i>	<b>Mashhad , Iran</b>

## SUMMARY

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- More than 16 years' experience in IT business development, Enterprise system development and maintenance, IT consulting, E-commerce, and sourcing system setting up processes and controls.
- Excellent knowledge about IT market in Local and abroad.
- Consultant experience in many successful companies in IT Industry.
- Experience in Managerial role in IT for more than 10 years.
- \_ 14 years' experience in ERP industry
- Design and develop skill for develop IT strategy and business objective for many companies.
- Significant experience and knowledge in business leadership in multi-national companies in a B2B environment involving technical products, services and complex solution selling.
- Experience in IT managerial role in trading, Industrial and telecommunication industry.
- Implemented innovative promotion plans and handling communication in e-branding.
- Managing Software Design, Development and maintenance experience for many companies.
- Project Control and management experience in telecommunication industry.
- \_ Enterprise system analysis experience for more than 12 years

- experience in BPM for larg scale companies
- More than 10 years' experience as university lecturer for IT students

## **WORK EXPERIANCE**

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### ***ERP Business & System Analysis Manager***

#### ***MTNI***

Public Company; 1001-5000 employees; MTN; Telecommunications industry

September 2008 – Present (9 years) Tehran

As ERP business and system analyst manager responsible to manage and direct technical business focus for implementing IFS ERP strategy for MTNIRANCELL with respect to enhancements and upgrades, also Managing projects and expectations relating to ERP and related systems for MTN Irancell.

Ensure optimal performance as well as technical, business support needs and expectations of all ERP systems users within MTNIRANCELL and Responsible for managing the IFS ERP Systems & Control function with respect to implementation and deployment. Also Integration, control and configuration of ERP Systems based on Company's Mission, policies and procedures.

Broad knowledge of the business processes within Telecoms industry. Ensuring compliance with agreed best practices. Expertise of ERP systems implementation, support and business process engineering, Specialist and/or technical knowledge of IFS, Hyperion and EDW systems integration and other software technologies. deep knowledge in PL/SQL and BI.

### ***University Professor***

#### ***Farabi University***

September 2014 – Present (٤ years) Tehran

University lecturer in IT Department for Master student on IT and management, ERP/BPM courses.

### ***ERP Technical project manager and consultant***

#### ***Totem quartz***

January 2013 – July 2014 (1 year 7 months) Esfehan

ERP Project manager and consultant in one of the biggest engineered stone producer company, responsible for define the project methodologies and strategies , manage all project activity from making contract with employer to manage the team for develop BPM system in organization and define project scope, responsible for manage development team also ensure project implemented in scope and expected time, developed ERP system contain many module as Sales and distribution, Inventory, Production , QC, HR .

### ***E-Branding Technical Consultant***

#### ***Totem quartz***

January 2013 – June 2014 (1 year 6 months) Esfehan-Tehran

E-branding Consultant in order to develop the company brand in electronic environment, setup strategy and use some new methods in companies website and search engine to develop brand equity and value in internet environment with help of activity like renew web design, SEO, web promotion strategy, web analysis, and newest e-marketing strategy and methods could achieve first ranking in industry and improve website visitor to 90%.

### ***ERP manager/ Budgeting and Planning manage/ Commercial Manager***

#### ***Kimiyaneshan***

January 2007 – May 2012 (5 years 5 months) Iran

As Project manager and consultant the methodologies and strategies of the ERP project team members are reviewed regularly to determine whether they are effective. Changes are made to the ERP project as needed for the successful completion.

at the same time as business planning manager role responsible to analyse business related information for the company and Shared Services and conduct detailed analysis and provide recommendations to ensure optimisation of revenue, cost, productivity and quality.

The role also includes activities such as overseeing and monitoring overall organizational performance of the company.

Monitor and follow up progress toward strategic deliverables through the management of performance tools including balanced scorecard, dashboard and KPI reporting tools.

Monitor organizational performance strategy.

Monitors the implementation of business plans ensuring achievement of desired performance and profitability. Analysing feasibility of any new future projects or initiatives and assist in reviewing and refining strategies to maximize performance.

Supports management on assessing budget and current market conditions to propose financial targets (in term in financial and operational figures) at an individual and business unit level. Implementing and observing the performance of suggested targets/ budgets.

Tackles problems at the grass-root level, records observations and analyses to help improve

processes and optimise efficiency at a macro level. This includes assessing workflow, financial processes, IT requirements, HR issues, preparing a report, guiding and coaching Managers to come up with solutions and help target achievement.

### ***ERP & DSS Project and system manager***

#### ***Plachem International Trading***

January 2006 – January 2008 (2 years 1 month) Tehran

ERP and DSS project developer and team manager. Responsibility of managing and leading develop ERP system in one of the multinational trading company, responsible all project development activity form making contract with employer to developing BPR the system and design system solution, implement and test system and ensure project complete within time. ERP solution provided many module including Sales and distribution, Inventory, Procurement, budgeting and marketing module.

### ***E-business director***

#### ***Ayangostar Shargh***

January 2003 – January 2006 (3 years 1 month) Mashhad

Provides management oversight and direction to the organization's electronic commerce or electronic business efforts. Manages the development and execution of marketing strategies to promote products or services directly to on-line customers or for conducting B2B transactions on portal website. Participates in the design and implementation of website marketing plans. Develops and manages marketing tests and new programs. Manages representatives who may call on existing or potential customers. Establishes entrepreneurial goals for the company's electronic commerce, ensuring the website achieves marketing objectives and adheres to quality standards regarding appearance and content that would increase sales and reduce distribution and other costs, and reduce time and labor. Analyzes and defines the market for product growth within market segment. Identifies, manages, and evaluates on-going web alliances and partnerships.

### ***IT manager/ Web developing manager***

#### ***Hotel express International- Iran Branch***

January 2003 – January 2005 (2 years 1 month) Mashhad

Ensure maximum availability of IT systems and infrastructure throughout the Company. Responsible for IT Configure, maintain and administer diagnostic repair of network infrastructure, systems, hardware, software and related networked PC issues,

Manage company website and ensure Online strategy working properly

Program and build strategy for BCP issues ,Maintain documentation related to network design, IP, subnets, software patches and upgrades  
Manage company database and storage and related maintainance.

## ***University Professor***

### ***Industrial and mines University***

January 2003 – January 2005 (2 years 1 month) Mashhad

University professor in IT Department for IT bachelor student.

## **OTHER CERTIFICATES**

2010	<b>ITIL V3</b>	<b>most accepted approach to IT service management , Iran</b>
2016	<b>IELTS</b>	<b>English , Iran</b>
2014	<b>Harvard Business Plan Development</b>	<b>Harvard , Iran</b>
2016	<b>Business Analyst Certificate</b>	<b>Dubai, UAE</b>

### **IT Skills**

#### **Web programming & development**

- Business Analysis requirements elicitation Expert
- providing Cloud Security Expert

#### **Non-web programming languages**

- Cloud technology enabler Expert
- Harvard Project Management Expert
- Oracle PL/SQL Expert

#### **Operating systems, Networking & Hardware**

- providing Cloud Security Expert

## LANGUAGES

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|-----------|--------|
| • English | Native |
| • Turkish | Basic  |
| • French  | Basic  |

## COURSES

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- **ERP Business & System Analysis Manager**  
MTN
  - Business Analysis requirements elicitation (92)
  - Cloud technology enabler (98)
  - providing Cloud Security (97)
  - Cloud Computing Basics (100)
  - Harvard Business Plan Development (100)
  - Harvard Negotiating (100)
  - Harvard Project Management (100)
  - SAP ERP Architecture (90)
  - SAP project planning and implementation (97)
  - SAP NetWeaver Platform (100)
  
- **E-Branding Technical Consultant**  
Totem quartz
  - Brand Management for social media and wireless technologies (95)
  - Global Brand Management (91)
  
- **Independent Coursework**
  - Innovation and creativity (89)
  - CIW (94)
  - A+ (88)

## Skills & Expertise

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- ERP
- Software Project Management
- ITIL
- Systems Analysis

- Business Process Improvement
- Requirements Analysis
- Business Process
- Business Analysis
- Business Intelligence
- Integration
- Project Portfolio Management
- Solution Architecture
- Telecommunications
- IT Management
- CRM
- IT Strategy
- Vendor Management
- Team Management
- IT Service Management
- Pre-sales
- PMP
- Product Management
- Strategy
- Data Warehousing
- Analysis
- Change Management
- Mobile Devices
- Requirements Gathering
- Project Planning

## COMMENTS

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- **Negotiation skill**
- **Problem Solving**
- **Team Working**
- **Leadership and coaching skills**
- **Financial and commercial skills**
- **Proficiency in the use of Microsoft office suite**
- **Proficiency in structured and Oracle programming**
- **Good report writing and presentation skills.**
- **Strong quantitative analytical skills**
- **Ability to think and plan proactively**
- **Good verbal and written communication skills**
- **Project management skills**
- **Ability to translate technical problems into sound practical reality**
- **Able to think and plan proactively.**
- **Time management skills.**

- Experience of working in a large, complex ERP program, adherence to program governance and reporting
- Experience with business requirements analysis, business process modeling/mapping and methodology
- Have an analytical mind and strong problem-solving skills, with evidence of ability to think logically and rationally.
- Work in an interdisciplinary, international team and achieve a common purpose.
- Excellent command of English, both written and spoken
- Strong analytical skills and problem-solving abilities, including the ability to troubleshoot effectively
- Well-developed learning skills and attitude
- Ability to work under time pressure
- Professional commercial knowledge and experience
- Programming like SQL server 2000, 2005, Oracle, Delphi,ASP.net.HTML, DHTML, Action Script