

Braw Bestoon Rajab

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Application Support Engineer

A Versatile IT Professional with extensive ERP experience specially Microsoft Dynamics. Proven ability to support business users, monitoring and improving various small to large scale business applications. With results focused and strong aptitude for identifying and resolving technical challenges.

Professional Synopsis, Current Location: Sulaymaniyah - Iraq

- 3+ Years of Experience in ERP Support, in Sulaymaniyah Iraq.
- Delivered comprehensive training programs to Management Users, Business Users, and end users, while also providing onboarding sessions for new team members to ensure proficient understanding of application functionalities and business processes.
- Experienced Application Support Engineer with skills and expertise in Microsoft ERP, IBM CMMS.
- Excellent interpersonal, presentation and communication skills with strong analytical and communication skills.
- Possess an exceptional record of understanding business process management and business requirements.
- Hands-on knowledge in financial concepts and best practices.
- Proficient in English

Technical Skills:

- **ERP Solutions:** Microsoft ERP
- **Computer Skills:** HTML-CSS | JS | PHP-Laravel
- **DB:** Mysql | SQL | SSRS Reporting

Career Highlights

Since **Feb 2021 – To date:** Taurus Energy Company (Oil & Gas)

Application Support Engineer

www.taurusenergy.com

- Assisting and supporting end-users with their ERP system issues and queries.
- Supervising and enhancing the ERP system, implementing required adjustments.
- Drafting and revising user support materials and manuals.
- Hosting annual refresher training sessions for end-users.
- Tailoring, adjusting, and enhancing reports to meet user requirements and business needs.

- Assisting and leading the ICT Applications team throughout new project initiatives.

Since July 2019 – To Sep 2019: Sevnet 4G (ISP Provider)

Internship

- Successfully completed 3-month internship.
- Studied and learned their information systems and operational processes.
- Gained a comprehensive understanding of the company's network infrastructure and protocols.
- Actively troubleshoot network errors and issues.
- Studied a CompTIA A+ course about computer hardware and software.

Education & Credentials:

Bachelors of Information Technology **2020**
Sulaimani Polytechnic University, Sulaymaniyah Iraq

- ITIL Foundation ([Certified](#))
- SAP Technology Consultant specialization from SAP ([Certified](#))
- Excel Skills for Business Specialization from Macquarie University ([Certified](#))

Reference available upon request.