

HOSSAM YOUSSEF

ERP TECHNICAL SUPPORT & IMPLEMENTER

Zagazig , Al-Sharqia , Egypt | hossamyoussef1907@gmail.com | 01227254321 |



Technical Support & ERP Implementer with 2 years of experience in supporting ERP systems, implementing solutions, and providing client-focused technical assistance. Skilled in troubleshooting, training end users, and ensuring smooth system rollouts. Additionally experienced in data analysis using Power BI, SQL, Python, and Excel to deliver insights that support business decisions.

PROFESSIONAL EXPERIENCE

ERP Technical Support and Implementer

Kayanac ERP System | Al-Sharqia , Egypt | June 2023 – Present

ERP Implementer & Technical Support

- Implemented and configured ERP systems based on client requirements
- Communicate with clients to gather business requirements and translate them into ERP functionalities.
- Provide ongoing technical support and issue resolution related to system performance, database errors, and custom workflows (cloud & local servers).
- Experienced in using Hostinger for managing client hosting environments, including accessing and updating system files directly on the server to ensure smooth performance and timely fixes.
- Skilled in preparing and uploading clients' master data directly into the system using SQL scripts to ensure accurate and efficient setup.

Digital Marketing Specialist

- Managed the company's social media accounts (Facebook & Instagram)
- Created marketing content and visual posts targeting potential clients

Sales Support & CRM Operations

- Joined sales calls with potential clients and presented system features
- Used CRM tools to track client interactions and manage leads
- Collaborated with telesales, sales, developers, and support teams to align solutions with client needs

Freelance Data Analyst

National Quality ERP System | Saudi Arabia (Remote) | May 2025 - Present

- Built a complete Power BI dashboard by connecting directly to the company's SQL database
- Created analytical reports comparing sales, orders, and quotations across different time periods
- Delivered actionable insights that helped management improve decision-making and track KPIs

Key Tools: Power BI, SQL, Power Query, DAX

Social Media Specialist

Square Marketing Agency | Al-Sharqia , Egypt | April 2023 – June 2023

- Created engaging and tailored content for social media accounts across diverse industries to boost brand awareness.
- Developed comprehensive monthly content plans aligned with client goals and marketing strategies.
- Conducted SWOT analysis to identify brand strengths, weaknesses, opportunities, and threats, supporting data-driven content decisions.
- Collaborated directly with business owners to align content with brand identity, campaign objectives, and target audience.

EDUCATION

Bachelor of Science in Physics and Computer Science

Zagazig University , Faculty of Science

Aug 2019 - June 2023

Grade : Very Good

- **Relevant Coursework in Physics:** Classical Mechanics, Quantum Mechanics, Electromagnetism, Thermodynamics, Solid State Physics, Nuclear Physics, Statistical Mechanics
- **Relevant Coursework in Computer Science:** Data Structures, Algorithms, Machine Learning, Databases, Web Programming, Probability & Statistics, Object-Oriented Programming

TRAINING AND DIPLOMA

Power Bi Engineer Diploma Program

CLS Learning Solutions | November 2024– April 2025

- Trained on end-to-end data analysis workflow using Power BI, from data extraction to visualization.
- Gained expertise in data modeling, relationships, and using DAX for calculated columns and measures.
- Designed and published interactive dashboards and reports to communicate insights effectively.

Marketing Internship Diploma Program

Egypt FWD | September 2022 – November 2022

- Trained on core marketing concepts including content creation, digital strategy, market research, and campaign planning.
- Gained practical experience in client communication, social media management, and marketing performance analysis.

Full Stack Development Diploma Program

YAT Learning Centers | August 2020 – October 2020

- Trained on key web development technologies including HTML5, CSS3, JavaScript, PHP, and MySQL.
- Built dynamic and responsive web applications using client-side and server-side scripting.

TECHNICAL SKILLS

Data Analysis & BI:

- Excel (Advanced Formulas, PivotTables)
- Power BI (Data Modeling, DAX)
- SQL (Data Queries, Joins, Filtering , Aggregation)
- Python

ERP Systems:

- ERP Implementation & Workflow Design
- Functional and Technical ERP Support
- ERP Sales & Client Demo Presentation
- System Configuration, User Training & Documentation

Digital Marketing:

- Content Creation
- Campaign Management & Analysis
- Media Buying
- Social Media Management & Scheduling Tools

Full Stack Development:

- HTML5, CSS3, JavaScript
- PHP , MySql
- Responsive Web Design (Bootstrap)

SOFT SKILLS

- **Analytical Thinking** – Able to interpret data and extract actionable insights
- **Problem Solving** – Handle technical issues and client challenges with structured thinking
- **Communication Skills** – Explaining technical concepts to non-technical users and clients
- **Team Collaboration** – Working effectively with developers, marketers, and sales teams
- **Adaptability** – Balancing tasks across technical, marketing, and ERP roles
- **Client-Oriented Mindset** – Understanding business needs and providing tailored solutions
- **Time Management** – Handling multiple tasks and projects efficiently
- **Presentation Skills** – Presenting ERP demos and marketing reports to stakeholders

CERTIFICATES

- [Google Data Analytics Professional \(Coursera\)](#): Comprehensive training in data analytics using tools like Excel, SQL, and Tableau.
- [IBM Data Analyst Professional \(Coursera\)](#): Specialized program teaching essential data analysis skills.
- [Data Analytics Challenger Track \(Udacity\)](#): Applied hands-on techniques in real-world data analysis projects.
- [Digital Marketing Professional \(Udacity\)](#): Mastered key digital marketing strategies and tools through hands-on projects, driving measurable results in SEO, social media, and advertising campaigns.
- [Microsoft Power BI Data Analyst Professional \(Coursera\)](#): Advanced skills in data collection, analysis, and visualization using Power BI.
- [Full Stack Web Development Diploma \(FWD – Egypt\)](#): Comprehensive training in building dynamic and responsive web applications using HTML5, CSS3, JavaScript, PHP, and MySQL. Gained hands-on experience in both front-end and back-end development.

PROJECTS

- **HR Analysis:**

Tools and Technologies used : **Power BI , Power Query and Dax:**

- Designed and developed an interactive HR dashboard with 3 main pages to monitor employee distribution, satisfaction, promotions, and retrenchments.
- Utilized visual tools (bar charts, pie charts, KPI cards, and slicers) to present actionable insights and support strategic decision-making.
- Enabled management to identify performance gaps, overtime impact, and departmental issues through clear, data-driven storytelling.

- **Pharmaceutical Purchase Analysis:**

Tools and Technologies used : **Python , Power BI , Power Query and Dax:**

- Analyzed employee performance, supplier efficiency, and product demand to support data-driven procurement decisions.
- Built an interactive Power BI dashboard to identify top-performing employees, most reliable suppliers, and high-demand medicines, helping reduce costs and boost efficiency.

- **Marketing Performance Analysis:**

Tools and Technologies used : **Power BI , Power Query , Data modeling and Dax:**

- Developed a dynamic Power BI dashboard to analyze marketing performance across multiple channels and campaigns using metrics like ROAS, CTR, and Conversion Rate.
- Conducted channel-wise and seasonal campaign analysis to identify the most profitable platforms and high-performing periods.

- **E-commerce-Sales Analysis:**

Tools and Technologies used : **Power BI and Dax:**

- Identified top-performing products and cost-saving opportunities through dynamic visual analysis of sales patterns and operational efficiency.
- Enabled data-driven decisions with advanced filtering and segmentation, supporting strategic planning and long-term business growth.

LANGUAGES

- **Arabic : (Native)**
- **English : (Intermediate)**