

Mohammad Azeem Mahmood

ERP Functional Consultant | Business Analyst

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PROFESSIONAL SUMMARY

Results-driven ERP Functional Consultant and Business Analyst with 4+ years of experience in ERP implementation, business process analysis, and client-facing project delivery. Proven track record of managing end-to-end implementations across CRM, ERP, and CMS platforms. Skilled in gathering requirements, creating functional documentation, and leading cross-functional teams to deliver projects on time and within scope.

WORK EXPERIENCE

ERP Implementation Consultant | **Glosix** | June 2025 – Present | Lahore, Pakistan

- Collaborate with clients and stakeholders to identify business needs and deliver measurable project outcomes.
- Lead end-to-end project execution by coordinating cross-functional teams to ensure on-time, within-scope delivery.
- Conduct business analysis to gather requirements, define objectives, and translate them into actionable project plans.
- Manage multiple concurrent ERP implementation projects, proactively mitigating risks and maintaining strong client relationships.

Business Analyst | **nullbrainer** | Oct 2023 – April 2025 | Lahore, Pakistan

- Developed and maintained detailed API documentation, improving developer usability and reducing technical support queries.
- Created Technical Design Documents (TDDs) covering system architecture, database structures, and integration processes.
- Utilized BPMN to model, analyze, and optimize business workflows, identifying key areas for process improvement.
- Spearheaded a centralized Product Wiki on Google Sites, consolidating API docs, user manuals, and BPMN workflows.

Associate Business Analyst | **Dynamic Solution & Technology** | June 2023 – Oct 2023 | Lahore, Pakistan

- Implemented Microsoft Dynamics 365 modules including Marketing, Customer Service, Field Service, and Business Rules.
- Analyzed and validated defects to ensure data accuracy and process integrity across the D365 platform.
- Prepared training plans and manuals to support end-user adoption of newly implemented solutions.

Junior Functional Consultant | **The Superior Group** | Mar 2022 – June 2023 | Lahore, Pakistan

- Implemented Odoo CMS across two schools as a pilot project, delivering end-to-end configuration and go-live support.
- Designed and delivered comprehensive training programs and manuals for CMS system users.

Sales Operations Executive | **FoodPanda** | Feb 2021 – Mar 2022 | Lahore, Pakistan

- Managed daily lead influx and supported Inside Sales vendor onboarding and incubation pipeline.
- Executed Salesforce data cleanup and built reports and dashboards to create org-wide sales visibility.
- Trained city managers on Salesforce reporting tools and addressed platform-related queries.

KEY PROJECTS

Heygen Integration with HubSpot | **nullbrainer** | Oct 2024 – Jan 2025

- Developed and integrated personalized video solutions using Heygen and HubSpot via Zapier automation.
- Automated ticket-based email workflows, improving operational efficiency and client communication.

Product Wiki – Actionable Insights & Sureti | **nullbrainer** | Feb 2024 – Dec 2024

- Led development of a centralized Product Wiki for user manuals, BPMN workflows, and API documentation.
- Improved cross-team collaboration and knowledge sharing, reducing onboarding time for new team members.

EDUCATION

Bachelor of Business Information Systems | University of Management & Technology, Lahore | Feb 2016 – Feb 2020

CERTIFICATIONS

- Microsoft Certified: Dynamics 365 Fundamentals (CRM) – 2023
- Google Analytics Certified – 2024–2025
- HubSpot Sales Software Certification – 2025

SKILLS

Tools: Jira, Trello, Miro, Lucidchart, Dr.Explain, MindMaple, Microsoft Power BI, Salesforce, Odoo, Microsoft Dynamics 365

Documentation: Business Requirements Document (BRD), Functional Requirements Document (FRD), Technical Design Document (TDD), Software Requirements Specification (SRS), User Stories, BPMN, UML Diagrams, Fit-Gap Analysis

Soft Skills: Decision-Making, Cross-Functional Collaboration, Conflict Resolution, Client Relationship Management, Stakeholder Communication

LANGUAGES

English: Professional Proficiency

Urdu: Native

Arabic: Conversational