

Mohammad Qarali

HEAD OF DEVELOPMENT SECTION · ERP SYSTEMS ADMINISTRATOR

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PROFESSIONAL SUMMARY

Head of Development Section and ERP Systems Administrator with 2+ years of experience developing, administering, integrating, and supporting enterprise and internal business systems. Experienced across ERP finance, inventory, fixed assets, academic systems, CRM, LMS, identity, and workflow automation. Delivered production platforms supporting 4,000+ active users across multi-campus operations, with strengths in SDLC, requirements analysis, RBAC, data migration, SQL validation, deployment, and vendor coordination.

CORE COMPETENCIES

Enterprise Platforms	Eskadenia ERP · Eskadenia Academia · Eskadenia CRM · Moodle LMS · Microsoft 365 · Entra ID · Active Directory · SharePoint
ERP & Business Systems	Finance · Accounts Receivable · Accounts Payable · Inventory/SCM · Fixed Assets · Workflow · E-Invoicing · Reporting
Development & Integration	Full-stack web applications · System integration · Workflow automation · SQL · Data migration · Data validation
Infrastructure & Security	Windows Server · DNS · DHCP · Group Policy · VPN · TCP/IP · RBAC · MFA · Access governance · Microsoft Defender
Delivery & Operations	SDLC · Requirements analysis · UAT · Deployment · Incident resolution · Documentation · Training · Stakeholder management

PROFESSIONAL EXPERIENCE

Head of Development Section & ERP Systems Administrator

Jul 2026 — Present

Luminus Technical University College (LTUC) · Amman, Jordan

- Lead the Development Section and own the roadmap, delivery, deployment, and support of enterprise applications and internal digital systems.
- Administer Eskadenia ERP, Academia, CRM, and Moodle across multiple companies and campuses — Finance, Inventory/SCM, Fixed Assets, workflows, permissions, reporting, and academic operations.
- Manage the full system lifecycle from requirements analysis and solution design through testing, deployment, documentation, user support, and continuous improvement.
- Coordinate business departments and external vendors to resolve incidents, prioritize enhancements, and convert operational requirements into reliable system solutions.
- Govern role-based access, production changes, data integrity, and security-focused administration across enterprise platforms.

EdTech Officer / System Administrator — ERP, Academic Systems, CRM & Moodle

Nov 2024 — Jul 2026

Luminus Technical University College (LTUC) · Amman, Jordan

- Led production configuration and deployment of ERP and academic systems supporting 4,000+ active users across multi-campus operations.
- Designed and implemented an RBAC matrix defining permission hierarchies, access governance, onboarding, modification, and deprovisioning controls.

- Configured approval workflows, finance posting structures, user permissions, and reporting controls from system initialization through production go-live.
- Executed legacy data migration using structured imports, manual data cleansing, and SQL-based validation before go-live.
- Integrated training operations with student receivables and finance systems, resolving synchronization, VAT, billing, and transaction-posting discrepancies.
- Supported Microsoft 365, Entra ID, Active Directory, Moodle, ERP, CRM, and academic-system users while coordinating technical escalations with vendors.

Technical Support Specialist

Aug 2024 — Nov 2024

Luminus Technical University College (LTUC) · Amman, Jordan

- Provided technical support to staff and students for hardware, software, endpoint, network, account-access, and academic-system issues.
- Configured user accounts and permissions, supported Windows and Microsoft 365 environments, and escalated complex incidents when required.
- Documented resolutions and guided users on secure, effective use of institutional systems and services.

Customer Service / Operations Support

Sep 2021 — Jul 2024

C-Town Supermarkets · Jordan

- Handled high-volume customer support and daily operations while maintaining service quality, accuracy, and reliable issue resolution.
- Built strong communication, prioritization, teamwork, and problem-solving skills in a fast-paced operational environment.

SELECTED SYSTEMS & PROJECTS

Tamweel — Student Funding Management System	Led design and development of a funding platform with Microsoft SSO, student and finance integration, automated payment synchronization, RBAC, custom reporting, and Excel/PDF exports.
LTUC Queue Management System	SMS-enabled queue platform for visitor registration, office assignment, real-time status tracking, and service notifications.
LTUC Digital Archive System	Secure Microsoft 365-authenticated archive for incoming/outgoing correspondence, department-specific reference numbering, folders, and role-based access.
LTUC IT Ticketing System	Internal service platform with workflow statuses, approvals, automated notifications, business-day auto-close rules, audit history, and IT performance reporting.
LTUC Asset Management System	Centralized platform for structured asset registration, classification, searching, and record maintenance across organizational areas.
MQCL CRM	Cloud-based CRM owning product planning, database design, authentication, application development, deployment, and continuous improvement.

EDUCATION & CERTIFICATION

Pearson BTEC Level 5 Higher National Diploma (HND) in Computing — Cybersecurity

Jul 2024

Luminus Technical University College (LTUC)

Certified General Health and Safety Supervisor