OMAR MOHAMED MAHAD

IT Officer | ERP Consultant | Software Developer

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PERSONAL SUMMARY

Results-driven Information Technology professional with practical experience in IT support, ERP implementation, Odoo customization, software development, networking, database administration and business process automation. Experienced in implementing enterprise solutions, troubleshooting hardware and software, supporting end users, training staff and delivering scalable systems for organizations.

KEY SKILLS

- IT support & helpdesk
- Hardware & software troubleshooting
- Odoo ERP (functional & technical) - Finance, HR, CRM, Inventory, POS, Helpdesk
- Windows & Linux administration
- Network administration (TCP/IP, LAN/WAN, router & printer configuration)
- Databases: PostgreSQL & MySQL
- Programming: Python, JavaScript, HTML5, CSS3
- Web development: WordPress, responsive web design
- Linux server administration, Nginx, Contabo VPS
- Tools: Git, GitHub, VS Code, Cursor AI, Microsoft 365, Google Workspace
- System documentation & user training

WORK HISTORY

Software Developer — Ogaal Solutions **Oct 2023 – Present**

- Implemented and customized Odoo ERP solutions.
- Provided IT support and troubleshooting.
- Configured Finance, HR, CRM, POS and Inventory modules.
- Prepared documentation and trained end users.

Social Media Manager — Ogaal Solutions **Apr 2023 – Present**

- Planned and scheduled content across social media platforms to support brand visibility.
- Monitored engagement and audience growth, adjusting content strategy accordingly.
- Coordinated with the marketing team to align messaging with company objectives.

Digital Marketing Specialist — Inovvii **Oct 2024**

- Supported the planning and execution of digital marketing campaigns.
- Analysed campaign performance metrics to inform optimization decisions.

Freelance Web Developer — Upwork **2022**

- Designed and developed responsive websites for clients using HTML, CSS and WordPress.
- Managed client communication, project timelines and post-launch support.

Digital Marketer — Somnet **Feb 2020 – Aug 2020**

- Executed digital marketing campaigns, including social media and paid advertising.
- Tracked and reported on campaign performance to support decision making.

Digital Marketing Intern — Somnet **Jan 2020 – Feb 2020**

- Assisted the marketing team with content creation and campaign coordination.
- Gained hands-on exposure to digital marketing tools and reporting.

EDUCATION

Bachelor of Information Technology — Zamzam University, Mogadishu | 2023

CERTIFICATIONS

- IT Help Desk for Beginners — LinkedIn Learning | Oct 2025
- Tips for Writing Business Emails — LinkedIn Learning | 2025
- Getting Started with Flutter Development — Coursera | Apr 2025
- Python for Data Analysis: Pandas & NumPy — Coursera Project Network | Feb 2024
- Google Ads for Beginners — Coursera | Feb 2024
- Facebook Ads — Coursera | Feb 2024
- Web Development — Udemy | Dec 2022
- Facebook Marketing & Facebook Ads — Udemy | 2022

LANGUAGES

English (Professional Working Proficiency)

REFERENCES

Jama Mohamed Mahad — Teacher Trainer, Ministry of Education, Hirshabelle State | +252 615 109699 | jaamac192@gmail.com

Hon. Mohamed Abdulkadir — Member of the House of the People, Federal Parliament of Somalia | +252 615 141359