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Expert Dynamics NAV -BC Functional Consultant

SUMMARY

- Software engineer with 12+ years of experience in MS Dynamics ERP implementation and consulting.
- Experienced in onsite implementation and training for mineral water processing industry in Lusaka, Zambia.
- Proficient in working with USA-based shipping and payment add-ons.
- Skilled in NAV 2009, NAV 2013R2, NAV 2016, and NAV 2017.
- Managed overseas implementation, upgrades, and support projects.
- Strong experience in functionality testing for a leading travel retail industry in Zurich, Switzerland.
- Expertise in ERP consulting, project coordination, and post-implementation support.
- Technical skills include CAL, AL, Power BI, SQL Server Management Studio, Visual Studio, and MS SQL Server 2014.
- Holds an MBA from the National Institute of Management (2008) and a B.Com from Bhavnagar University (2004).
- Successfully completed projects for clients in the mineral water distribution, retail, automation, and promotional marketing industries.
- Proficient in requirement gathering, system design, testing, and execution.
- Familiar with Agile methodologies and ticket management tools like JIRA, Proofhub, and Wrike.
- Excellent communication skills with clients and key users.
- Demonstrated ability in project management, resource management, and problem-solving.
- Strong knowledge of software development life cycle (SDLC) and software development practices.
- Expertise in CAL-AL, Power BI, Visual Studio, Avalara Tax Addons, Charge Logic Credit Card Addons, and web services.
- Experienced in role and responsibility configuration, process flow chart creation, and key user training and support.
- Proficient in analyzing information system needs and custom designing solutions.
- Outstanding relationship builder with company management, key business leaders, and staff.

TECHNICAL SKILLS

Main Technical Skills	Dynamics 365 FO, Power BI
Data Analysis and Visualization Technologies	Power BI

Methodologies, Paradigms and Patterns	SDLC
Other Technical Skills	Data Migration, Microsoft Dynamics AX

WORK EXPERIENCE

Functional Consultant, Lusaka, Zambia

Duration: March 2012 - July 2013
Summary:

- The client was a supplier and distributor of bottled water in Africa
- It was established in the year 2000 with the intention of providing excellent hydration and refreshment with its Bottled water
- The customer distributes its goods to all 10 African provinces and has a market presence in various Surrounding countries thanks to cross-border trading and exporting

Responsibilities: To understand business requirement and perform high level design Onsite implementation and Training Fixed Asset Implementation and Support Requirement gathering – AS IS and TO BE discussion with Existing key users Work closely with development team to ensure delivery of high quality and reliable customizations Resolve application defects in timely manner Perform build and deployment and monitor them closely after development and deployment Pre go-live and Post go-live support.
Technologies: CAL – AL, Power BI, Visual Studio

Functional Consultant, India

Duration: March 2013 - July 2015
Summary:

- The client worked in the retail industry
- The company sells a wide selection of electronics and home appliances at reasonable costs
- The client was in charge of 30 branches with over 250 users across the state
- They were buying things in bulk from manufacturers, either directly or through a wholesaler, and reselling them to consumers in smaller amounts for a profit

Responsibilities: Requirement gathering, Testing and Execution is part of Routine Activities. Taking care of Planning and Defining Scope along with Activity planning and Sequencing. All functional activities including Product testing, Process mapping and Critical Issue Resolution. Responsible for Training and Key User Communication Instrumental for Go Live including pre-go-live and post go live activities.
Technologies: CAL – AL, Power BI, Visual Studio

Functional Consultant, India

Duration: July 2015 - April 2017
Summary:

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- Electrical and Automation, and is headquartered in India
- Group Nish started its journey in 1999 to become one of the most experienced organizations in the fields of instrumentation, automation, and electrical solutions on EPC basis
- Group Nish having established name in India is now expanding its wings all over globe with its rich experience of various domain for instrumentation, automation and electrical solutions

Responsibilities: On-site implementation and Support Requirement gathering and System design discussion with Owner Demo and Explanation of existing functionality provided by Microsoft Shouldering Sr.Functional Consultant responsibility Taking care of Project progress and status updating to management and clients key users Go live and After go live support
Technologies: CAL – AL, Power BI, Visual Studio

Sr.Functional Consultant, USA

Duration: July 2017 - September 2019
Summary:

- The client was in the promotional marketing industry
- Promotional marketing aims to increase brand awareness and sales by disseminating information about a brand, product, or service to a large audience
- The company works with industry giants such as Nike, Reebok, and Addidas, among others
- It was a B2B and B2C transaction
- Client was also in charge of overseeing the activities of another company and offering services to end users
- They were printing logos on T-shirts, hats, and other sports equipment

Responsibilities: Communication with Key Users and End-Users Discussion with Add-on Teams (External Shipping and Credit Card Add-on) Opening Balance Preparation and Uploading AS IS and TO BE discussion Requirement gathering and System design discussion with Owner Demo and Explanation of existing functionality provided by Microsoft Shouldering Project Manager responsibility
Technologies: CAL – AL, Power BI, Visual Studio, Avalara Tax Addons, Charge Logic Credit Card Addons

Sr.Functional Consultant, Australia

Duration: September 2019 - December 2021
Summary: Smoke alarm legislation is Australia's leading provider of smoke alarm maintenance and compliance services provide your landlords and you with the PEACE OF MIND in knowing all legislative obligations have been met.
Responsibilities: Communication with Key Users and End-Users Updating daily Task and Tickets with Jira Perform daily standup meeting with client and key users Support tester to test the functionality Critical discussion with Project Manager Demo and Explanation of existing functionality provided by Microsoft Key user Training and Support Roles and Responsibility configuration Existing process flow chart creation
Technologies: CAL – AL, Power BI, web services

EDUCATION

- **MBA**
  National Institute of Management
  2008
- **B.com**
  Bhavnagar University
  2004