

BC/NAV

AREAS OF EXPERTISE

Supply Chain Management and Operation & Management

- ❖ Leading efforts for supporting the customers.
- ❖ Identifying new sourcing opportunities for cost optimization/improving delivery schedules.
- ❖ Selecting and appointing vendors. Regularly reviewing their performance and accordingly deciding on renewal/ termination of their contracts.

Client Relationship Management

- ❖ Ensuring high quality services, resulting in customer satisfaction and optimum resource utilization for maximum service quality.
- ❖ Ensuring maximum customer satisfaction by closely interacting with potential clients & understanding their requirements and providing them support according to their requirements.

PROFESSIONAL EXPERIENCE

PMP Certified from PMI

Total Experience: 16 Years Relevant in F&O and BC : 15 years in Nav + Business Central (Techno-Functional)

Worked (From February 2025 till July 2025, client based UK-Handling Implementation Project for Finance, SCM (Sales & Purchase), Inventory Modules.

**Leading the Project (End to End) and Support Functional Testing, team of 6 persons :
Implemented Modules :**

1. Finance
2. Sales
3. Purchase
4. Retail (Experience around 5 years)
5. Inventory
6. Warehouse
7. Manufacturing
8. Project Managment

December(18) 2023 January 2025 : Worked as Senior Functional Consultant, Working profile – Business Central Implementation (Domestic Projects)

Worked as a **Business Central (Functional)** – Module (Finance, Warehouse, (SCM) Inventory, Purchase and Sales).

Version-21

Finance Module

1. Financial Statements
2. Financial Workflows
3. Multi Currencies
4. Cash Flow Management
5. Accounts Receivable



6. Accounts Payable
7. Cash & Bank Management
8. Fixed Assets

**Jan 2022 till March(17) 2023 : Worked as Senior Functional Consultant
Working profile – Business Central (Domestic Projects)**

Worked as a **Business Central (Functional)** – Module (Finance, Warehouse, (SCM) Inventory, Purchase and Sales).

Version-18, 18.5, 21

**June 2019 till Dec 2021 : Worked as Senior Functional Consultant, Working profile – Navision &
Business Central (Domestic & International Projects)**

Operational Management

- ❖ Handling 10 Projects profile (Retail+Navision)
- ❖ Support calls on Front side.
- ❖ Document all pertinent clients/end user issues and requests information in the ticketing system
- ❖ Prioritize, schedule, and administer all instances where enhancements and defect resolution are required.
- ❖ Apply diagnostic utilities to aid in troubleshooting.
- ❖ Implementation for New customization.
- ❖ Retail issues solutions.
- ❖ Analysis the data from Back end development environment.
- ❖ Finance Setup issues.

September 2011 to March 2019 (Business Central from 2015 to 2019): - Worked IT Navision Support Specialist, Working Profile – Navision Implementation & Support.

KEY ACTIVITIES & CRITICAL SUCCESS FACTORS

Strategy & Planning

- ❖ Create and deploy feedback mechanisms for end users. Analyze results, make recommendations for support process improvement, and implement changes.
- ❖ Evaluate documented resolutions and analyze trends for ways to prevent repeated future problems and present back to the Applications Manager.

Acquisition & Deployment

- ❖ Conduct research into software application products and services in support of development and purchasing efforts.
- ❖ Provide support for the testing of new and existing software applications under development or consideration for purchase.

Operational Management

- ❖ Field incoming problem tickets from end users to resolve application and software issues within servers, databases, and other mission-critical systems.
- ❖ Document all pertinent end user issues and requests information in the ticketing system
- ❖ Prioritize, schedule, and administer all instances where enhancements and defect resolution are required.
- ❖ Record, track, and document the problem-solving process, including all successful and unsuccessful decisions made, and actions taken, through to final resolution.
- ❖ Communicate application problems and issues to key stakeholders.
- ❖ Test fixes and perform post-resolution follow-ups to ensure problems have been adequately resolved.
- ❖ Maintain and enhance performance of all new and existing software and applications across the organization.
- ❖ Identify and learn appropriate software applications used and supported by the organization.
- ❖ Participate in the design, development, and delivery of software applications training programs and individual classes.
- ❖ Apply diagnostic utilities to aid in troubleshooting.
- ❖ Internal Implementation for New customization.
- ❖ Setups of Users, Budgets, Purchase Request, Purchase, Stores, Production, Quality, Invoicing and other setups of Navision.
- ❖ Provide support for the Dynamics NAV application, including working with other IT staff and support partners, to provide timely resolution of user issues.
- ❖ Work with various business teams to gather requirements, design, develop and document the ERP application in order to support business processes.
- ❖ Provide oversight for architecture, application development / enhancement, and maintenance of corporate ERP applications, including upgrades, patch management, and customizations.
- ❖ Develop documentation and provide orientation and training to end users for all ERP system functionality.
- ❖

September 2009 to August 2011: - Worked as Manager, Working Profile – Navision Implementation & Testing.

- ❖ Preparation of Functional Specifications for India Localization Issues.
- ❖ Process Study & Preparation of Functional Required Document,
- ❖ Installation and Configuration, Customization Test,
- ❖ Provide ERP training to end user & as well as troubleshooting of Navision ERP software.
- ❖ Master Setups & Tax setups.
- ❖ Functionality Mapping and preparing Process Flow Chart & Documentation,
- ❖ Communication to the development team & Acceptance Test.
- ❖ Internal Implementation for New customization.
- ❖ Setups of Users, Budgets, Purchase Request, Purchase, Stores, Production, Quality, Invoicing and other setups of Navision.
- ❖ Testing of functionality on software.



- ❖ To deliver support to end users in the organization about how to use various types of software programs efficiently and effectively in fulfilling business objectives.

This includes troubleshooting applications and software for all internal customers and departments. Also responsible for assisting in the design, delivery, and improvement of in-house software applications training programs and related courseware.

ACADEMIC CREDENTIALS

- ❖ 2011 Institute of Management and Technology (IMT) Ghaziabad
- ❖ Post Graduation Diploma in Management (Operation, Finance)