

SCM F&O Functional

SCM FUNCTIONAL CONSULTANT- MICROSOFT DYNAMICS 365 F&O

Certifications

- **Certified in MB-330: Microsoft Dynamics 365 Supply Chain Management Functional Consultant**

Career Progression

- ❖ **Position: - Digital Functional consultant (July 2024 to SEP 2025)**
- ❖ **Position: - Functional Consultant (March 2024 to May 2024)**
- ❖ **Position: - Functional Consultant (SCM- D365) (Nov 2023 TO Till Jan 2024)**
- ❖ **Position: - Functional Consultant (SCM- D365) (May 2022 TO Till July 2023)**
- ❖ **Position: - Admin and Support Consultant (SCM – D365) - MS Dynamics 365**

PROFESSIONAL SUMMARY

- 1) I have 7+ years of experience, including 4.2 years specifically working with Dynamics 365 Implementation, Support, and Upgrades.
- 2) Design and execute the test cases based on the FDD.
- 3) Expertise in Microsoft Dynamics D365 Supply Chain Management,
- 4) Advance Warehouse Management, Accounts Receivables, Accounts Payables, and as a functional consultant, Master Planning and production control.
- 5) Key expertise in the areas of business process study, developing functional specification, providing end-user training
- 6) Proven hands-on experience in ERP processes in Full Cycle Implementations, Rollout, upgradation, Process studies, Support.
- 7) Well conversant in the fields of Purchasing, logistics, and Inventory management
- 8) Good communication, and analytical skills with an ability to handle diverse tasks simultaneously, system design, work allocation and easily understanding the customer requirements and good reciprocation with customer
- 9) Part of one end to end Implementation in D365 Implementation
- 10) Self-Motivated, Self-Confident, Hardworking and Organizing skills and ability accept Challenges and responsibilities.
- 11) Participated in Requirement gathering during the sessions with the client.
- 12) Preparing the Fit Gap analysis report after the initial discussions with the client.

Professional Work Experience

Company1



Role: Digital Functional consultant

Project Name: Microsoft CSS project

- Working on day-to-day incidents based on SLA and Interacting with Client's Key Users and Business Users, analyze functional issues and resolve as per agreed SLA.
- Solving complex problems for large dynamics D365 Enterprise customers and been part of D365 project team participating in identifying and creatively solving complex problems, envisioning and enabling critical processes and fundamentally helping customers achieve their objectives.
- Working extensively on SCM Modules Procurement & Sourcing, Product Information Management, Sales & Marketing, Inventory Management and Advanced Warehouse Management.
- Collaborated with technical teams to escalate and address technical challenges beyond the scope of functional support.
- Conducted regular training sessions for Business users, empowering them to effectively utilize the system's features and functionalities.
- Proactively identified opportunities for system improvement and enhancement, coordinating with clients to implement necessary changes.
- Maintained accurate documentation of support requests, resolutions, and best practices to streamline future troubleshooting.

Company 2

Role: Functional Consultant

Project Name: Genus PLC

Genus helps farmers to produce high-quality meat and milk more efficiently and sustainably, which increases the availability of safe, affordable animal protein for consumers. As the global population continues to expand and climate begins to change, the natural and human systems we rely on to produce our food are under increasing stress.

Roles & Responsibilities:

- Coordinating and assisting technical consultants during the development of customizations.
- Testing the customized features and functionality after development.
- Configuration and Setup as per business process requirements in the Live environment & ensure a successful implementation
- Post Implementation Support
- Importing the master data and transaction data into the system.
- Provided training to staff on D365 functionalities, including product management, and transaction handling

Role: Functional Consultant

Project Name: Relieve India

Relive India is a textile company Where they were into stitching and sales and transactions of stitching machines and different types of threads.

Roles & Responsibilities:

- Managed and resolved support tickets related to Microsoft Dynamics 365, ensuring timely resolution of user issues across various modules (Finance, Supply Chain).
- Prioritized, escalated, and tracked incidents using service now to meet service level agreements (SLAs).
- Provided end-user support for D365 functionality, troubleshooting system errors, workflow issues, and data inconsistencies
- Managed system upgrades, patches, and hotfixes, ensuring minimal downtime and proper testing before deployment
- Created and maintained user manuals, troubleshooting guides, and training materials for new features or updates in Dynamics 365
- Provided knowledge transfer and training to end users and internal teams on system functionality and new enhancements.

Academic Details:

2011 M. Tech from SRM University