

**TEK010067 (Dynamics AX functional - 3 + Year)** BTech

## Highlights

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- Having overall 3 years of experience in IT industry in the areas of configuration, testing and support of Microsoft D365 F&O.
- Worked on requirement Gathering and understanding the customer expectations from a feature and functionality perspective.
- Experience in understanding the client's business process, gathering the functional requirements and preparing FRDs.
- Skilled in identifying and resolving issues by analyzing functionality and determining solutions.
- Managing service quality & relationship with clients.

## Skills

### Primary Skills

- D365

### Secondary Skills

- MS Dynamics AX 2012 (R2 & R3)

### Other Skills

- Product Information Management and Configuration.
- Procurement and Sourcing Management and Configuration.
- Sales & Marketing and Configuration.
- Inventory Management and Configuration.
- Microsoft Dynamics – 365 F&O, Power BI, Power Query, ERP, Adaptability, Teamwork, Interpersonal skills.

## Projects

### Project - 1 - IT Industry

#### Responsibilities:

- Analyzing client's business process.
- Solving the issues as per ticketing system
- Resolving customer issues based on customer Requirement.
- Driving status calls with client.
- Preparing test cases
- Assisting with senior consultant for preparation of business requirement gathering, analysis & documentation.
- Configured the setups related to PO and SO based on client requirements
- Involved in FDD preparation and test cases.

- Configured and tested the end-to-end email functionality for all sales orders.
- Involved in customer demo and end user training.
- Partook end user training for Purchase, Sales, Payables, Receivables and Inventory transactions.
- Training provided for creation of master records as Vendors, Customers, Banks, Products, Assets and Employees. ?
- Post Implementation Support

## **Project - 2 - IT Industry**

### **Responsibilities:**

- Creating Purchase Orders and Sales Orders.
- Generating Quotations.
- Posting Invoice
- Generating Payment
- Handling post implementation support to Jupiter.
- Solving tickets raised from Client/ End users.
- Handling simulation and mapping of the business processes and workflows.
- User manual Preparation.
- Daily update the status to client.
- Handling day-day support issues.