Mercy Jemutai Kemboi
Dynamics NAV/Business Central Consultant
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PROFESSIONAL SUMMARY

Experienced Dynamics NAV/Business Central Consultant with over 3 years of hands-on experience in the design, configuration, and support of Dynamics 365 Business Central and Dynamics NAV 2016/2017/2018. Adept in C/AL and AL programming, with a strong understanding of Events, Subscribers, and Web Services (REST, SOAP, JSON). Proven expertise in designing and modifying RDLC reports, developing custom applications, and leveraging Power BI for advanced data analytics. Skilled in full-cycle ERP implementations, stakeholder collaboration, and delivering high-quality technical solutions. Certified in Microsoft Azure Fundamentals and Google IT Support.

PROFESSIONAL EXPERIENCE

TangazoLetu Limited
Dynamics NAV/Business Central Consultant
October 2022 – Present

- Led the technical design, development, and deployment of Dynamics 365 Business Central applications for diverse industries.

- Designed and configured finance, inventory, sales, and purchasing modules using C/AL and AL programming languages.

- Developed and integrated custom solutions leveraging Events, Subscribers, and Dynamics NAV Web Services (REST, SOAP, JSON).

- Designed and modified RDLC reports to meet unique business needs.

- Collaborated with internal stakeholders to analyze technical requirements and scope out custom development.

- Delivered end-user training and created comprehensive technical documentation.

- Ensured system reliability by conducting rigorous testing, debugging, and troubleshooting.

- Provided ongoing technical support and optimized system performance.

- Created Power BI reports to enhance data visualization and support decision-making processes.

National Health Insurance Fund (NHIF)
Intern
February 2021 – April 2021

- Coordinated card printing and biometric registration for new members.

- Delivered exceptional customer service and managed documentation tasks.

- Enhanced troubleshooting skills and strengthened card security processes.

EDUCATION
Multimedia University of Kenya
Bachelor's Degree in Computer Science
September 2018 – December 2022

Relevant Courses and Certifications:

- *Junior Achievement Kenya (Coursera)*

    - Technical Support Fundamentals

    - The Bits and Bytes of Computer Networking

    - Operating System and You: Becoming a Power User

    - System Administration and IT Infrastructure Services

    - IT Security: Defense Against the Digital Dark Arts

- *Game of Learners Cybersecurity Program*

    - Cybersecurity Fundamentals, Azure, Security, Identity, and Access Management

TECHNICAL SKILLS

- **ERP Systems:** Dynamics NAV, Business Central (C/AL, AL)

- **Programming:** Node.js, Python, JavaScript, HTML/CSS

- **Cloud & Data Tools:** Power BI, Microsoft Azure, Git, MySQL, Microsoft Excel

- **Reporting Tools:** RDLC, SSRS, SSIS, SSAS Cubes

CERTIFICATIONS

- Google IT Support Professional Certificate (March 2022)

- Microsoft Azure Fundamentals Certification (November 2022)

VOLUNTEERING
Hands-on The Future, Kenya Skills Show
February 2022

- Organized and managed career events, coordinated exhibitors, and facilitated workshops.

- Promoted STEM careers among students and youth.

LANGUAGES

- Kiswahili (Native)

- English (Fluent)

REFEREES

- **Mr. Kelvin Kariuki**
  Lecturer, Multimedia University of Kenya
  Tel: +254 729 385 557

- **Alex Wambua**
  Microsoft Dynamics Business Central Technical Consultant
  E-mail: alex2wambua@gmail.com | Tel: +254 707 829 592

- **Eva Gitau**
  Microsoft Dynamics Business Central Technical Consultant
  E-mail: evawaithera4@gmail.com | Tel: +254 716 539 019