

## **Mercy Jemutai Kemboi Dynamics NAV/Business Central Consultant**

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### **PROFESSIONAL SUMMARY**

Experienced Dynamics NAV/Business Central Consultant with a solid background in ERP system development and cloud technologies. Proven expertise in implementing and customizing Business Central modules, optimizing business processes, and delivering data-driven insights using Power BI. Skilled at collaborating with cross-functional teams, training end-users, and managing full-cycle ERP implementations. Certified in Microsoft Azure Fundamentals and Google IT Support, with a commitment to continuous learning and innovation.

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### **PROFESSIONAL EXPERIENCE**

#### **TangazoLetu Limited**

*Dynamics NAV/Business Central Consultant*

*October 2022 – Present*

- Led and managed full-cycle Business Central implementations across various industries.
- Designed and implemented finance, inventory, sales, and purchasing modules using C/AL and AL.
- Conducted system testing, debugging, and troubleshooting to ensure optimal performance.
- Delivered end-user training and developed comprehensive technical documentation.
- Created Power BI reports to support data-driven decision-making processes.
- Provided expert technical support, ensuring system reliability and process optimization.

#### **National Health Insurance Fund (NHIF)**

*Intern*

*February 2021 – April 2021*

- Coordinated card printing and biometric registration for new members.
  - Delivered excellent customer service and handled documentation tasks efficiently.
  - Strengthened troubleshooting skills and enhanced insurance card security processes.
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#### **EDUCATION Multimedia University of Kenya**

*Bachelor's Degree in Computer Science*

*September 2018 – December 2022*

**Relevant Courses and Certifications:**

- **Junior Achievement Kenya (Coursera)** *January 2022 – March 2022* ○ 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** *May 2022 – July 2022* ○ Cybersecurity Fundamentals, Azure, Security, Identity, and Access Management
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## 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
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## CERTIFICATIONS

- Google IT Support Professional Certificate (*March 2022*)
  - Microsoft Azure Fundamentals Certification (November 2022)
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## VOLUNTEERING Hands-on The Future, Kenya Skills Show

*February 2022*

- Planned and managed career events, coordinated exhibitors, and organized workshops.
  - Increased awareness of STEM careers among students and youth.
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## LANGUAGES

- Kiswahili (Native)
  - English (Fluent)
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## REFEREES

- **Mr. Kelvin Kariuki**  
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- **Alex Wambua**  
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