

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.

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)

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**
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