

ALAN ANSWER

Senior Microsoft Dynamics 365 Solutions Architect 9789935149

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SUMMARY

Highly accomplished **Microsoft Dynamics 365 Solutions Architect** with **12+ years** of **cross-platform** expertise delivering transformative business solutions. I bring comprehensive proficiency in **Dynamics 365 CRM**, having implemented sales automation and customer service systems that increased productivity by **40%** through customized workflows and AI-enhanced insights. My **Finance & Operations** specialization has generated **35%** cost reductions for manufacturing clients via inventory optimization and automated financial processes. As a **Power Platform** specialist, I've developed over **80 business applications**, saving more than **1,200 annual hours** through intelligent automation. With **Business Central**, I've executed 25+ seamless ERP migrations while improving financial reporting efficiency by **60%**. Certified as both a Microsoft Solution Architect and Azure AI Engineer, I combine technical mastery with strategic vision to drive digital transformation with **95%+** user adoption rates across all implementations.

SKILLS

Dynamics 365 CRM: Sales, Customer Service, Marketing modules, Customer Insights

Dynamics 365 F&O: Financial management, supply chain automation, cost accounting

Dynamics 365 Business Central: Full implementation, AL development, bank reconciliation

Power Platform: Power Apps (canvas/model-driven), Power Automate, Power BI, AI Builder

Azure Integration: Logic Apps, Functions, Data Factory, API management, dual write

Custom Development: Plugin development, JavaScript extensions, X++ customization

ERP Migrations: SAP/NAV to Dynamics 365, legacy system modernization **Data &**

Analytics: Azure Synapse, Dataverse, Power Query, DAX, Paginated Reports

AI & Automation: Azure AI Builder, Virtual Agents, predictive analytics **Integration:** Common Data Service (CDS), Office 365 (Teams, SharePoint), EHR systems

Business Process Optimization: Workflow automation, RPA (Power Automate) **Project**

Leadership: Agile methodologies, CI/CD for Dynamics, change management

Database & ETL: Azure SQL, SQL Server, Data Migration Toolkit

Version Control: Azure DevOps, Git

Reporting: Power BI dashboards, SSRS, Excel-based financial models **Security &**

Compliance: Role-based access control, data encryption, audit trails **Training & Adoption:**

End-user training programs, adoption strategy design **Troubleshooting:** Performance

tuning, debugging, root-cause analysis **Collaboration Tools:** Microsoft Teams, Jira,

Confluence

WORK EXPERIENCE

Sealab April 2019 - Present **Lead Dynamics 365 Architect**

Directed enterprise-wide **F&O implementation** for a major manufacturer, enhancing supply chain efficiency through real-time inventory optimization. Built an **AI-powered demand forecasting model** that significantly reduced stock outs and improved inventory planning.

Led a cross-functional team through a successful migration from **SAP to Dynamics 365**, ensuring minimal disruption and full system adoption. Developed a custom Power Apps portal that streamlined the **vendor onboarding process** and **improved partner engagement**.

Implemented **Azure Synapse Analytics** to enhance the speed and accuracy of financial reporting.

Recognized as Top Solution Architect for successfully delivering a **high-impact** project under budget and ahead of schedule.

Adxstudio Inc. June 2015 - March 2019 **Senior Dynamics 365 Consultant**

Transformed **22 manual financial processes** into automated workflows using Power Automate, **saving 800+ annual hours**

Spearheaded **Business Central rollout** for 12 mid-market retailers with **100% on time delivery**

Created **interactive Power BI dashboards** that reduced C-suite decision making time by **65%**

Integrated **Dynamics CRM with Salesforce Marketing Cloud**, improving lead conversion by **28%**

Conducted **60+ training sessions**, achieving **97% user adoption rate** Awarded

Consultant of the Year 2020 for the highest client satisfaction scores

FieldOne Systems April 2012 - May 2015 **Dynamics CRM Developer**

Engineered a **custom patient management system** that improved healthcare provider productivity by **40%**

Seamlessly integrated **Dynamics 365 with Epic EHR** using Azure API Management

Developed **predictive sales algorithm** that increased forecast accuracy by **42%** Automated **15+ service workflows**, reducing case resolution time by **35%** Migrated **3 legacy CRM systems** to Dynamics 365 with **zero data loss** Recognized with the **Innovation Excellence Award** for chatbot development

KEY ACHIEVEMENTS

Microsoft Partner Award for Healthcare Innovation (2023)

Top 1% Consultant - CloudNova Partners (2020-2021)

FastTrack Delivery Excellence - 3x Award Winner

Speaker at Microsoft Ignite 2022 (D365 AI Integration)

EDUCATION

Bachelor of Science (BS) in Computer Science

COMSATS University