

Tapan Chettimada

Contact

0402045964

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Education:

Macquarie University:

- Bachelor of Commerce, Information Systems (July 2018 – Present)

Certifications:

Microsoft Certified:

- Power Platform Functional Consultant Associate (PL-200) – Issued July 2021

Employment:

365 Mechanix: February 2020 – Present

Graduate Consultant

- Experience in developing applications using PowerApps, canvas, model driven app, Common Data Service CDS, Power BI, Forms, SharePoint online, Dynamics 365 CRM and Azure.
- Experience in developing applications in PowerApps using Common Data Service CDS, Power Automate (Flow), Power Virtual agents, Excel, and SharePoint.
- Worked through all phases of Software Development Life Cycle (SDLC) which includes gathering and analysing business requirements, functional/technical specifications, designing, development, testing, UAT, Production, and providing post-production support.
- Configure Dynamics 365 CRM Marketing and sales and Created marketing campaigns.
- Organised, coordinated, and presented Microsoft App in a Day (AIAD) workshops on a monthly basis to customers around the globe.

Lion King Flooring: December 2018 – January 2020

Sales Representative

- Develop and sustain relationships with existing customer base, building rapport as a personable and trusted representative.

- Met and exceeded KPI's by providing an excellent customer experience through managing account issues, identifying sales referral opportunities, and reporting all correspondence in internal systems.
- Coordinated and prioritised workloads from point of sales operation, customer sales, organisation of freight and handling to loading of goods.

MBT Footwear Australia: February 2016 – December 2018

Retail Sales associate

- Provided exceptional customer service in line with MBT Footwears' core values of taking responsibility, effectively working as a team, and focusing on customer needs.
- Liaised with multiple stores through the front desk to provide a seamless customer experience.
- Handled customer complaints by acknowledging issues, committing to achieve a resolution for the customer, and working with the relevant department to resolve the issue in a timely manner.
- Demonstrated leadership by assisting management in training sessions for new employees, managing customer issues, monitoring in line with MBT Footwears' visual merchandising guidelines and managing weekly rostering of over 10 team members.

Additional:

Software:

Microsoft Power Apps, Dynamics 365, Azure DevOps, Power BI, Power Automate, MS Excel, MySQL

Languages:

English, Hindi, and Kannada.

Extracurricular:

- Social Impact: Macquarie University Business Society (MUBS).
- Volunteer: St Vincent's De Paul and Sir Moses Montefiore nursing home.

Referees:

Available on request