

ISHA SHARMA

Functional Consultant | ERP & Retail SCM
Expert | Microsoft D365 & LS Retail
Specialist

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PROFESSIONAL SUMMARY:

Results-driven Functional Consultant with 10+ years of experience in Microsoft Dynamics 365 Finance & Operations (D365 F&O), specializing in Demand Planning, Forecasting, Advanced Warehousing, Expense Management, and Supply Chain Management. Demonstrated expertise in implementing and supporting enterprise-level commerce and e-commerce solutions. Skilled in stakeholder management, process improvement, and cross-functional collaboration. Adept at using ServiceNow for IT service management and support.

AREAS OF EXPERTISE:

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| ✓ D365 F&O – Commerce & Supply Chain | ✓ E-Commerce & Omni-Channel Integration |
| ✓ Demand Planning & Forecasting | ✓ ServiceNow – ITSM & Ticket Handling |
| ✓ Advanced Warehouse Management | ✓ Go-Live & Post-Go-Live Support |
| ✓ Expense & Financial Management | ✓ Team Leadership Client Workshops Demos |
| ✓ Supply Chain Management | |

PROFESSIONAL EXPERIENCE:

PwC India – Functional Consultant, D365 Retail
Gurgaon | Date (July/2021 – Present)

- Delivered end-to-end implementations of Microsoft Dynamics 365 Finance & Operations (D365 F&O), with a focus on Supply Chain Management, Advanced Warehousing, and Commerce modules for enterprise clients across diverse sectors.
- Applied critical thinking and structured problem-solving to address complex client challenges, aligning ERP deliverables with client strategies and PwC quality standards.
- Conducted fit-gap analysis, drafted functional design documents, and led solution configuration, user training, and go-live support for Demand Planning, Forecasting, and Expense Management processes.
- Led and delegated tasks within the project team, promoting growth through real-time coaching, stretch assignments, and a collaborative team environment.
- Reviewed key project artifacts such as workpapers, presentations, and deliverables to ensure accuracy, relevance, and adherence to PwC's code of ethics and quality standards.

- Maintained strong client relationships by communicating clearly and adapting to stakeholder needs and sensitivities, ensuring alignment across project goals and user adoption strategies.
- Promoted inclusivity and equitable delegation within the team, actively embracing diverse viewpoints to enhance problem-solving and delivery outcomes.
- Supported organizational change initiatives and contributed to firm-wide projects, reflecting PwC's core values and commitment to continuous improvement.
- Utilized ServiceNow for incident management, change request tracking, and aligning ITSM processes with service delivery standards.

AX Source Global Pvt. Ltd. – D365 F&O Consultant (Retail & Hospitality)

Feb 2020 – July 2021

- Leading hospitality vertical implementation on D365 F&O.
- Built solution architecture and documentation for hospitality processes.
- Engaged in pre-sales demos, master data setup, and client onboarding.
- Collaborated with developers on enhancements, testing, and retail configurations.
- Supported troubleshooting of D365 Retail Commerce & POS functional issues.

IBIZ Consulting Services – LS Retail Functional Consultant

June 2018 – Sep 2019

- Delivered NAV/LS Retail solutions for clients in finance, retail, and supply chain.
- Conducted product demos, user training, and UAT sessions.
- Supported ERP implementations (NAV 2017/BC), including localization and enhancements.
- Handled post-implementation support and customizations for international projects.

Incadea India Pvt. Ltd. – Functional Consultant (Automotive Retail)

July 2015 – May 2016

- Managed requirements for automotive DMS rollouts across multiple geographies.
- Coordinated cross-team documentation, scoping, and architectural estimates.
- Advised OEMs and dealerships on ERP implementation and impact analysis.

Trident Information Systems – Retail Functional Consultant

April 2012 – July 2015

- Deployed LS Retail for major clients like Relaxo Footwear & Devyani International.
- Conducted requirement workshops, UAT, and user training sessions.
- Specialized in configuration of POS, data replication, loyalty programs, and retail server setups.
- Delivered support and enhancements across 5+ multi-brand rollouts.

Relaxo Footwear Ltd. – Senior IT Executive

Oct 2010 – May 2012

- Implemented Navision/LS Retail across 160+ retail outlets nationwide.
- Provided L2/L3 support, data recovery, and POS upgrades.
- Led a 5-member technical support team and scheduled rollouts.

Cotton County Retail Ltd. – Senior IT Executive

May 2008 – Sep 2010

- Provided IT and POS support to 100+ franchise outlets.
- Configured ERP systems, and performed system health checks and updates.

RELEVANT PROJECTS:

Adani Airport (PwC)

D365 POS Implementation – Rolled out to 120+ stores across 5 airports.

Devyani International Ltd. (Pizza Hut, KFC, Chokola)

LS Retail Implementation – End-to-end retail solutioning & post-go-live support.

Relaxo Footwear Ltd.

NAV 2013 R2 (LS NAV 7.1) – LS Retail setup and support to 100+ stores.

Sagar Ratna / Cosmic Kitchen / Unique Infoways

NAV + LS Retail – Techno-functional support and training in retail/hospitality.

EDUCATION:

- D365 Retail Certified Consultant
- Bachelor's in Technology – Information Technology (or your actual degree details)

TOOLS & PLATFORMS:

- D365 F&O,
- Business Central
- LS Retail,
- NAV 2013/2017,
- SQL Server,
- Azure DevOps,
- Service Now