**Ravikumar T**

**Profile Summary**

A dynamic IT professional with 13 years of experience, including 8 years specializing in Microsoft Dynamics AX2012, D365 FO. Successfully completed 2 end-to-end implementations and 1 post-implementation support projects as a Tire I Support Consultant. Expertise encompasses functional consulting for D365 F&O SCM, Microsoft Dynamics AX, Dynamics 365 F&O Functional, Dynamics 365 F&O Support, and Dynamics 365 F&O Testing. Skilled in end-user training, UAT/User Acceptance Testing, post-implementation, and continuous implementation support.

* Demonstrated ability to set priorities and manage expectations effectively, with a proven track record of working both independently and as a collaborative team member.
* Proficient in providing support for Microsoft Dynamics AX/D365, specializing in troubleshooting, issue resolution, and user assistance.
* Skilled in analyzing and diagnosing system issues, ensuring minimal disruption to business operations and maintaining system integrity.
* Adept at managing support tickets, prioritizing tasks, and delivering timely solutions to enhance user satisfaction and system performance.
* Provided technical assistance and troubleshooting for Dynamics 365 FO users, addressing issues related to system functionality, configuration, and performance.
* Managed and resolved support tickets within defined SLAs, prioritizing critical issues and ensuring timely resolution to minimize downtime and disruptions.
* Conducted training sessions and provide guidance to end-users on how to use Dynamics 365 FO effectively, including best practices, tips, and troubleshooting techniques.
* Monitored system performance, conduct routine checks, and perform maintenance tasks such as applying patches, updates, and hotfixes to ensure system stability and security.
* Assisted in configuring Dynamics 365 FO to meet specific client requirements, including customization of forms, workflows, reports, and security roles as per business needs.
* Collaborated with integration teams to troubleshoot issues related to data integration between Dynamics 365 FO and other systems, ensuring data accuracy and consistency.
* Maintained comprehensive documentation of support activities, solutions implemented, and troubleshooting steps taken. Share knowledge and best practices with the support team and end-users.
* Assisted in managing system changes, including impact analysis, testing, and deployment of updates, ensuring minimal disruption to business operations.
* Analyzed system performance metrics, identify areas for optimization, and propose solutions to improve system efficiency, scalability, and user experience.
* Worked closely with cross-functional teams, including developers, business analysts, and project managers, to address complex issues and facilitate continuous improvement initiatives.
* Practiced to followed the ITIL (Information Technology Infrastructure Library) best practices for incident management, change management, and service delivery processes to ensure quality support services and customer satisfaction.
* Experienced in collaborating with cross-functional teams to gather requirements, perform system testing, and support system upgrades and enhancements.
* Strong communication skills with the ability to train end-users and provide clear, concise instructions and documentation. Committed to continuous improvement, leveraging feedback and analytics to enhance support processes and user experience
* Experienced in utilizing DIXF processes and Data Management Modules within Dynamics 365 F&O to efficiently export and import data.
* Experienced in external system testing, including inbound, outbound, and EDI processes. Skilled in user interaction for conducting sprint demos and delivering functional solutions. Proficient in utilizing test and project management tools such as VSTS, MTM, JIRA, and DevOps.
* Prepared end user manuals and conducted end user training. Prepared test cases for the subsequent business flows. Prepared E2E Test scenarios for Process team/User testing.
* Have good track of Creating Test plans, Maintaining Test components, Recording and mapping of RSAT recordings, Conducting SIT on completion of each project cycle, sharing the Test overview on regular basis across the team.

**Certifications**

Microsoft Certified: Dynamics 365 Supply Chain Management Functional Consultant Associate.

* MB-700: Microsoft Dynamics 365: Finance and Operations Apps Solution Architect
* MB-300: Microsoft Dynamics 365: Core Finance and Operations.
* MB-330: Microsoft Dynamics 365 Supply Chain Management Functional Consultant
* MB6-896 Distribution and trade in Microsoft Dynamics Finance and operations.
* Microsoft Certification ID: MS0995025753
* ISTQB Certified Candidate ID: ISQI054953

**Work History**

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| Client: | **Dell Inc. Duration: JUN 2020 - Current** |
| Lifecycle: | Implementation / Support |
| Environment: | D365 F&O |
| Role: | Consultant - SCM |
| Project Overview | Client is a leading communications and technology companies to create the next generation of computers. By uniquely combining Supply Chain Solutions to build, optimize, and maintain Applications. Implementing D365 F&O by replacing the Navision system, which is using by the client, in multiple cycles. |
| Duration | May - 2023 – Till now |
| Roles & Responsibilities | * Participated in client’s requirements gathering and involved in out of the box system demonstrations to the client. * Configured the Warehouse system, Warehouse Mobile – App, as per the functional requirement. * Configuring the Warehouse system, Warehouse Mobile – App, as per the business requirement, identified the workarounds and preparing Functional design documents. * Configured Location directives, Warehouse workers, Work templates, Wave templates, Mobile device menu items and Container build templates. * Identified the workarounds and prepared Functional design document * Prepared Functional test scenarios / test cases for various modules * Testing the custom functionality after development and helped developers in their UT * Configured Location directives, Warehouse workers, Work templates, Wave templates, Mobile device menu items and Container build templates. * Have Worked customizing the work creation process, containerization process and Mobile device menu items. * Got exposure on configuring and customizing the Work clusters. * Have prepared FDD for vast customizations in Warehousing and Transportation modules. * Configured Shipping carries, Modes, Transportation methods, Route guides, Route plans and Freight charges. * Preparing Functional requirement document FDD, User Manuals, Process Test Scenario Document, Prototyping, Functional Testing of New Developments/Customization. * Writing the test cases for FDD’s, performing functional testing in the test environment, testing all the impacted business scenarios on the new functionality developed and reproducing the issues reported by the business users at the time of sprint demos and UST sessions. * Create and maintain documentation for future reference and knowledge sharing, working closely with the Development team, in order to faster resolution of defects and subsequently increasing the quality of testing and addressing critical road blockers. * Analyze and understand the Functional and Business Specifications, preparing test cases for the proposed designs that are traceable, performing Smoke, Functional, Regression and E2E testing, validating the issues with test team members, reviewing the test execution records, preparing the test reports and circulating the reports to all stake holders. * Conducted Sprint demo’s, trainings for the end / super users. |

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| Client: | **Largest RV Manufacture in USA Duration: DEC 2018 – JUN 2020** |
| Lifecycle: | Implementation |
| Environment: | D365 F&O |
| Role: | Consultant – SCM |
| Project Overview | Client is a leading North American manufacturer of outdoor lifestyle products, with multiple brands and products.  Implementing D365 F&O by replacing the Mainframe system, which is using by the client in the last two decades approximately in multiple cycles |
| Duration | Jan - 2021 to May - 2023 |
| Roles & Responsibilities | * Participated in client’s requirements gathering and involved in preparing of FRD * Configured the system as per the functional requirement * Identified the workarounds and prepared Functional design document * Prepared Functional test scenarios / test cases for various modules * Testing the custom functionality after development and helped developers in their UT * Configured item, vendor masters, Quality order configurations, User alerts, have worked on ECM Module, in order to covert normal products to Engineering Products, * Have Worked on ECM Module. * Trained Process users and End users on the client side and provided extensive training on End-to-End AX standard and customized environment for their respective business process. * Conducted Sprint demo’s, trainings for the end / super users |

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| Client: | **VINCE LLC, APR: 2016 – DEC 2018** |
| Lifecycle: | Implementation and support |
| Environment: | MSD Axapta 2012 R3, D365 F&O |
| Role: | Consultant – Wholesale, E-comm |
| Project Overview | Vince, LLC operates as a clothing company. It offers men's, women's wear, sweaters, shearling coats, leather jackets, luxe leggings, dresses, silk blouses, denims, and shoes. The company was founded in 2002 and is headquartered in New York. Vince, LLC operates as a subsidiary of Apparel Holding Corp. |
| Duration | Jan - 2018 to Dec - 2020 |
| Roles & Responsibilities | * Have prepared Functional design document for the new requirements, which were routed from support team. * Have tracked the design document status to get approved from the customer * Have created new legal entity, configured SCM related configurations for the new legal entity * Have worked on intercompany trade setup * Have configured Intercompany charges setup * Have prepared business process diagram for various process in Procurement and sales * Preparing end user manuals and conduct end user training * Have prepared End to End Test Scenarios for Business flows like Order to Cash, procure to Pay for User testing – Wholesale process * Business process diagram for various process in Procurement and sales * Have prepared complete regression scenarios for the VINCE whole process and executed * Have prepared Functional test results along with the test data, and shared with users for their UAT testing * Have given functionality walkthrough to the Developers and the End users on the proposed/approved changes * Have Worked with Demand ware, on integration with AX for Product, Inventory and discounts exporting in to it. * Have worked on Ecommerce orders and their Return orders in to AX. * Have worked with Payment methods like PayPal, Cyber source to process Ecommerce orders and their Return orders * Involved in UAT with the customer in the ongoing increments and interact directly with the business team for further iteration of the business process solutions. |

**Projects summary**

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| Client | **Turpy Duration: Sep 2012 – MAR 2014** |
| Environment: | **Android, iOS, Blackberry and Web Applications** |
| Role: | Business Analyst |
| Projects managed | Apple shooting2, Time shift radio, ss Draw flow chart. |
| Roles & Responsibilities | * Analyzed functional specifications and business Requirements Documents * Involved in writing Manual Test Cases, test execution on the documented test cases * Participated in test case reviews and involved in GUI, Validation and Functionality testing * Accountable for reporting defects and Bug verification and giving mandatory information of a defect to developers in order to fix it * Preparing Suggestion Documents to improve the quality of the application. |

**Education**

* JNTUH - Hyderabad, India | Bachelor of Technology (Electronics and Communications Engineering) – May 2009