



Vijayachandra P

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Career Objective

To become a successful consultant by utilizing best of my knowledge and skills on a rewarding organization and enable them to achieve the organizational goals. Working as to grow in skills and knowledge by building strong team environment and involving up to root level of business process in the organization through consistent, competent, and ethical performance that is in congruence to personal goals and that of the organization.

Academic Summery

- MBA – Finance from Andhra University, Visakhapatnam (2010 - 2012)
- B.Sc – Computers from Acharya Nagarjuna University, Guntur (2006 - 2009)

Technical Skills

- Microsoft Dynamics 365 F&O.
- Microsoft Windows Office.

Personal Skills

- Capable of working as an individual and also as a part of a team.
- Critical thinking and Problem-solving skills.
- Interacting with clients, interpersonal, written and oral communication skills.
- Flexible to work overtime and travel on work.
- Positive thinker and ardent listener.

Professional Skills

- Good knowledge and Substantial experience in the areas of General Ledger, AP, AR, Cash and Bank Management, Fixed Assets.
- Configuring core finance modules and preparation of documents like FRD, FDD and user manuals.
- Experience in Implementation, Support and Testing of Microsoft Dynamics 365 F&O.
- Ability to understand the customer requirements and design, develop solutions to meet their requirements.
- Communicate effectively in all mediums and to all levels within client organization during Analysis, Implementation and Go-Live Phases.
- Proficient at maintaining cordial relationships with customers and team members ensuring quality and service norms to achieve customer satisfaction and business retention.

Professional Summary

- Currently working as Functional Consultant in 'Flooredge solutions Pvt Ltd', Bangalore since Sep 2018.
- Worked as Associate Consultant in 'Flooredge solutions Pvt Ltd', Bangalore from June 2017 to Oct 2018.
- Worked as a 'Sales consultant' in Mahavir auto diagnostics Pvt Ltd, Visakhapatnam (June 2012 to Dec 2015)

Project Experience

Project: 2

- Project : Microsoft Dynamics D365, Implementation.
- Duration : Dec-2020 to till date
- Designation : D365 F&O Functional Consultant

Functional Responsibility:

- Analysis of client business processes, documentation and mapping the requirements and proposed solutions in line with the product.
- Mapped the required configurations on system as per the Functional requirement documents.
- Coordinating with the technical team for design and development. Testing of developed design and evaluating the results and bugs.
- Regular tracking of issues and concerns during implementation. Updating of test cases and bugs in DevOps. Escalation and follow up on resolving the issues.
- Importing of master data initially in various modules and transactional data later.
- Prepared user manuals on standard process activities and on developed design process.
- Regression testing, re-testing, and performance testing after every upgradation and deployment.
- Working with development team in case if any support issues required technical help and new change request for development.
- Regular support on post implementation activities. Guiding users to follow the standard and affective practices.
- Tracking of the reported issues by users, analyzing and troubleshooting the issues. Applying solutions or corrective steps to handle the issues.
- Day to day support on various reported issues, escalations. Coordinating with users, technical team, and Microsoft support to get the issues resolved on time.
- Supporting the reconciliation process, period end activities and generation of standard reports.

Project: 1

- Project : Microsoft Dynamics D365, Support.
- Duration : Oct-2018 to Nov-2020
- Designation : D365 F&O Support Consultant.

Functional Responsibility:

- Solving functional issues in Finance Modules like General ledger, Fixed Assets, Accounts Payable, Accounts Receivable and Cash & Bank management.
- Report the support status to project manager on daily basis.
- Responsible for delivery of tasks within the timeline.
- Continuous interactions with End Users to resolve their issues on SLA (Service Life Agreement) basis.
- Responsible for status calls on daily basis with the client regarding the number of issues resolved / pending.
- Provided support through screen sharing sessions to the end users for resolving issues.
- Co-ordinated with Microsoft support on escalation issues and connected bridge calls between client and Microsoft support.
- Being empathetic to the customer, ensuring good customer support and maintaining good customer relations.

Personal Details

Full Name : Putti Vijayachandra
Father's Name : P. Naga Malleswararao
Date of Birth : 20-05-1989
Marital Status : Single.
Nationality : Indian.
Permanent Address : H.No:2-76, Vipparla (v), Krosuru (Md), Guntur (Dist), Andhra Pradesh-522410.
Languages Known : English, Telugu, and Hindi.

Declaration

I hereby declare that all the details and information furnished above are complete and true to the best of my knowledge.

(Vijayachandra P)