

## Resume

**Rajagopal**

**Mobile:** +91-9491234879

**D365 Functional Consultant**

**Email:** coolgopal2016@gmail.com

### CAREER OBJECTIVE:

To associate myself with an organization that provides a challenging job and an opportunity to continuously learn and develop new perspective for growth-oriented career.

### PROFESSIONAL SUMMARY:

- 4.2 years of experience as Microsoft Dynamics 365 Functional consultant.
- 4 years of experience in Accounts and Finance.
- Having significant experience with various modules like GL, AP, AR, Fixed Assets and Tax.
- Have experience in Implementation, Testing and support projects.
- Have excellent logical ability, solution designing and strong skills.

### Work Experience :

Organization	Designation	Duration
Netelity web solutions Pvt Ltd	Functional Consultant	October 2018 – Till date
SATEESH & Co	Audit Manager	March,2016–September,2018
Infosys BPO Ltd	RTR GL- process specialist	Nov 2014–Feb 2016

### Education details :

- **Qualified Company Secretary** from Institute of Company secretaries of India.
- **CA Inter** from Institute of Chartered Accountants of India.
- **B.Com.** from Acharya Nagarjuna University.

## WORK HISTORY:

### Project 3:

**Client : Protiviti India Member Pvt Ltd**

**Role : Functional Consultant (D365)**

#### **Roles & Responsibilities:**

- Having good experience in implementation, testing and support projects.
- Mapping the required configuration for different modules as per the business requirements.
- Prepared test cases based on the customizations and for testing of configurations done Part of implementation of different clients of various countries like US, Europe and Mid east countries.
- Implemented the GL, AP, AR, Fixed Assets and Tax modules.
- Gathering the requirements from clients if data is insufficient while doing configuration.
- Prepared user manuals for different scenarios for different modules for the requirement of clients and end users.
- Involved in the scrum calls with clients and updating the status of project and any issues pending from the project.
- Working with development team in case of any new support issues required technical help and new change request for development
- Analysis of client business and preparation of different documents with proposed solution in line with the project

### Project 2:

**Client : Dynatech Systems**

**Role : Functional Consultant (D365)**

#### **Roles & Responsibilities:**

- Day to Day support of tickets based on SLA with the client.
- Understanding the client queries, configurations related to the issues.
- Troubleshooting the issues with testing and analysis.
- Finding the root cause for the issues and suggesting workarounds.
- Preparation of documents which are guiding for the business process like SOP.
- Coordinating with the Microsoft support in escalation issues like bugs and data fixtures.

**Project 1:****Client : Anantara Solutions Pvt Ltd.****Role : Associate Consultant (D365)****Roles & Responsibilities:**

- Preparation of test cases and involved in functional testing.
- Resolved day to day tickets based on the severity basis.
- Escalation to Microsoft support if any issues which are not resolved.
- Escalation of bugs to MS team and follow up and involving in the calls.
- Interaction with clients and users over meetings for better understanding of users and explanation of resolution in detail.
- Preparation of documents guiding business process.
- Understanding the client queries, configurations related to the issues and troubleshooting them with testing and analysis.
- Prepared user manuals on standard process activities and on developed design

**PERSONAL PROFILE:**

**Father's Name** : Ramesh

**Address** : H.no.2-1-220, New Mamatha Nagar colony,Nagole, Hyd-68.

**Marital Status** : Married

**Nationality** : Indian

**Languages Known** : Telugu, English and Hindi

**DECLARATION:**

I hereby **declare** that the information furnished above is true to the best of my knowledge.

**Date:****Place:****(Rajagopal B)**