



Mukesh K Murali

Microsoft Dynamics 365 Functional Consultant POS

Experienced Microsoft Dynamics 365 Functional Consultant POS with excellent reputation in problem solving and improving customer satisfaction. Hardworking and passionate professional with strong organisational and interpersonal skills. Pursuing a career offering greater challenges and opportunities.



mukeshkmurali@outlook.com



+919745824069



Kottapakkal House, Koratty
South P O, Thrissur, India

SKILLS

Microsoft Dynamics 365
Functional

Microsoft Dynamics LCS

CPOS

MPOS

Microsoft Dynamics F&O

POS Management

Retail and Commerce IT

LANGUAGES

English

Full Professional Proficiency

Malayalam

Native or Bilingual Proficiency

Tamil

Professional Working Proficiency

Hindi

Professional Working Proficiency

INTERESTS

Photography

Video and Audio Editing

Travelling

Cricket

WORK EXPERIENCE

Microsoft Dynamics 365 Functional Consultant POS Joyalukkas India Limited

11/2019 - Present

Thrissur

Achievements/Tasks

- Retail store configuration (Legal entity, Site, Warehouse, Location, Store, Channel database, Terminal, Organization hierarchy, Payment methods)
- Employee creation (Store worker)
- Managing the Operations function of Microsoft Dynamics 365, POS and Microsoft Dynamics LCS
- Using LCS for D365 performance monitoring and package deployment and Scale units creation
- Managing CPOS and MPOS (RSSU and RCSU)
- Configuring the Retail cloud POS, Retail Modern POS and activating the device
- Environmental monitoring and logs checking
- Development machine creation in Microsoft Dynamics LCS
- User management and virtual machine monitoring in Microsoft Azure
- SharePoint tracker coordination with consulting team and functional team

Contact : Prasanth K V - +91 94477 77146

System Administrator Joyalukkas India Limited

12/2012 - 10/2019

Achievements/Tasks

- Installation configuration and troubleshooting operating systems Windows and Linux
- Server machine maintenance and Server operating systems configuration
- Configuring and managing Symantec Endpoint Protection Manager
- Installation configuration and troubleshooting Avaya IP Phone & IP Office Server
- Microsoft Outlook configuration & Managing
- IT Asset Management & Documentation

Technical Support Engineer Turngreen Technologies

03/2012 - 09/2012

Ernakulam

Achievements/Tasks

- Installation and configuration of different types of N Computing Thin Clients
- Proficient in structured cabling and Troubleshooting of Hardware & Networking issues

CERTIFICATES

Certified in Computer Hardware and Networking

ACHIEVEMENTS

Management and Administration of POS configuration during ERP implementation over 85 stores of Joyalukkas Limited India

Management of Implementation and configuration of systems, networks and CCTV surveillance of Mall of Joy, Kottayam

EDUCATION

Bachelor of Computer Application
Madurai Kamaraj University