

# SR. DYNAMICS CONSULTANT

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## PROFESSIONAL SUMMARY

Microsoft Certified **ERP Financials Functional Consultant** with proven success in all stages of the implementation lifecycle from planning through deployment, analysis, documentation, testing, user training, and on-going support. Applies strong analytical skills to solve problems and develop enhancements; works to improve elements of business processes that increase operational efficiency and transform performance. Superior communication, team collaboration, technical writing, interpersonal, presentation, and multi-tasking skills.

## PROFESSIONAL EXPERIENCE

**Company Confidential**, Los Angeles, CA

**2014 – Present**

### **Microsoft Dynamics GP Functional Consultant**

Provides ad-hoc and on-going support for Microsoft Dynamics GP clients across multiple industries. Designs and publishes end-user training and procedural documentation. Works closely with Senior Consultants and small-midsize (SMB) enterprises to implement solutions that create positive user experiences and drive business growth.

## ACCOMPLISHMENTS

- Earned Microsoft Dynamics GP 2013 Financials certification (GL, AR, AP, FA, CM).
- Integrates legacy systems data to Dynamics GP through SQL Server and integration tools.
- Leads training and documents end-user processes for all Dynamics GP financial modules.
- Troubleshoots and resolves client issues; provides on-going support.

**Company Confidential**, El Segundo, CA

**2013 – 2014**

### **Technical Writer / Business Analyst**

Designed and developed cross-functional project materials and end-user support documentation for multi-million dollar Microsoft Dynamics AX 2012 (R2) ERP implementation. Collaborated with Senior Consultants, Business Analysts, and Software Developers to acquire requirements, create content, and publish deliverables for technical and non-technical audiences. Facilitated end-user education and learning through virtual and print channels.

## ACCOMPLISHMENTS

- Trained 2 subject-matter experts (SME's) on basic navigation of MS Dynamics AX 2012 and Task Recorder feature; introducing application learning and building towards successful user adoption.
- Accelerated interface design and Technical Design Document (TDD) developments by authoring 5 Functional Design Documents (FDD's) for MS Dynamics AX 2012 customizations.
- Reinforced confidence and competence of 30+ end-users for functional testing through eLearning; demonstrating 3 Microsoft web-based tools (SharePoint, CustomerSource, and Lifecycle Services).

**Company Confidential**, Fountain Valley, CA

**2008 – 2013**

### **Senior Analyst**

Partnered with Product Management and Product Development teams as the business analyst between end-users and IT to optimize business operations, develop applications, identify

enhancements, and facilitate initiatives. Served as the project lead for corporate clients in the implementation lifecycle of wage attachments solution.

## **ACCOMPLISHMENTS**

- Facilitated requirements gathering, process design, and user training; saved project cost and time by 2 weeks through performing quality assurance and user acceptance testing for a 10-month business process improvement (BPI) engagement.
- Designed 3 application interfaces (PeopleSoft, Lawson, and SAP) for standalone clients; collaborating with programmers, business analysts, and project team.
- Streamlined implementation testing phase by creating a standard dataset of 50+ records for all quality assurance and user acceptance testing of PeopleSoft, Lawson, and SAP interfaces.
- Authored and published 20+ business processes for internal and external training purposes; documenting new processes, raising training efficiency, and reducing errors.

**Company Confidential**, La Palma, CA

**2000 – 2007**

### **Senior Implementation Specialist**

Implemented core payroll services for major account clients with 10,000+ employees. Configured payroll and HRIS system modules. Coordinated projects for an average of 50 clients per month. Evaluated and analyzed specifications of payroll / HR processing needs; performed testing and validated system setup.

## **ACCOMPLISHMENTS**

- Advised and educated clients on ADP payroll and HRIS application functionality, benefiting the learning experience and improving productivity.
- Promoted from Senior Client Service Specialist to Senior Implementation Specialist for exceptional relationship building, analytical and detail-oriented skills; exceeding performance measurements.

## **EDUCATION**

**Bachelor of Arts**, Business Administration, California State University Fullerton, Fullerton, CA  
**Associate of Arts**, Liberal Arts and Sciences, West Los Angeles College, Culver City, CA

## **CERTIFICATIONS**

Microsoft Dynamics GP 2013 Financials

## **TECHNICAL SKILLS**

Microsoft Office, MS Visio, MS Dynamics GP 2013 R2, MS Dynamics AX 2012 R2, SQL Server, ADP PC Payroll for Windows, ADP HR Profile, SharePoint, Integration Manager, SDLC Methodologies