**Chaithanya Madiraju Email****:chaithanyamadiraju26@gmail.com**

**Microsoft Dynamics 365F&O Functional Lead Mobile:** +1(689) 710-3217

**PROFESSIONAL EXPERIENCE**

Microsoft certified finance functional consultant having 8+ years of experience in Microsoft Dynamics 365, Axapta 2012 R2&R3 ERP as a consultant within the areas of Finance, which has development, support, enhancements, implementations, configuration & customizations.

**SKILLS AND COMPETENCIES**

* Focused on organizing work, prioritizing tasks, and completing deliverables within thetimeline.
* Effective verbal and written communication skills with good interpersonal skills.
* Have excellent analytical and problem-solving skills with ability to work in a team environment.
* Led team and have made significant individual contributions for several projects.
* Proficient in Zoho, Remedy, Jira, Renga, Jarvis and Azure DevOps.
* **Versed in AX 2009, AX 2012, D365 F&O Finance and Supply Chain Modules.**
* **Obtained certifications of MB300, MB310 and MB330.**

**WORK EXPERIENCE**

# Tymon Global Inc

***Software Engineer*** *(January 2025 to till date) Work responsibilities and tasks:*

* + Designing, configuring, testing, and implementing Finance and SCM-related solutions within the MSD365F&O ERP framework.
	+ Conducting business analysis, gathering functional requirements, and mapping processes.
	+ Reviewing and approving change requests and functional design documents for any client-requested customizations.
	+ Troubleshooting issues, performing root cause analysis, and resolving any challenges related to MSD365F&O.
	+ Preparing Functional Design Documents (FDD) and overseeing development progress with the development team.
	+ Testing customized developments, securing business user sign-off after unit testing, and approving deployment to the live server.
	+ Obtaining business user sign-off following production deployment.
	+ Taking responsibility for managing service tickets, change requests, and providing application support to end- users.
	+ Delivering prompt and efficient support to customers in alignment with SLA requirements and supported contracts.
	+ Collaborating with client managers, key users, and other teams to effectively resolve issues and ensure smooth operations.

# Hitachi Solutions

***Functional Lead*** *(June 2024 to December 2024)*

# Project: Kaigen Version: D365F&O SUPPORT EXPERIENCE

*Work responsibilities and tasks performed:*

* + Engaging in Client management activities and assuming project coordination responsibilities as a Functional Lead, ensuring effective communication and project delivery.
	+ Approving change request/functional design documents for any customizations requested by client, monitoring the development and testing once it is completed by technical team and approval of deployment to LIVE Server.
	+ Taking ownership as a Functional Lead for Handling service tickets, change requests and application support to the end- users.
	+ Providing prompt and Level Support to customers according to the SLA and Supported Contracts.
	+ Coordinating with client managers, Key users and other teams to resolve issue effectively and ensure seamless operations.
	+ Overseeing the development for assigned change request and tested the same once.
	+ Conducting various test phases, including System Integration Testing, Exploratory Testing, Performance Testing, User Acceptance Testing, Regression Testing, within Dynamics 365 Finance and Operations (D365F&O).
	+ Securing signoff from our client for customizations post deployment, after successful demo.
	+ Holding weekly meetings with the Client stake holders to comprehend the complicated business area procedures in order to implement the system's current functionalities to make end users' jobs easier.
	+ Carrying out Daily meetings to assess the allocated work'sprogress for more efficient delivery with the internal team.

# KPMG

***Consultant*** *(February 2023 to June 2024)*

# Project: Xebia, Version: D365F&O

**IMPLEMENTATION EXPERIENCE**

*Work responsibilities and tasks performed:*

* + Involved in requirement gathering with Client, Drafted FRD, prepared the GAP-FIT document, designed the solution document (i.e., FDD/Change request document) as per the business case scenario.
	+ Explaining the FDD to stakeholders to Client and taking their confirmation.
	+ Testing the developments, and coordinating with technical team for its deployment.
	+ Demonstrating the customizations to the stakeholders.
	+ Conducting UAT Sessions as per the respective Sprints and securing the signoff from Key business users.
	+ Managing the Sprint refinement and Sprint retrospective sessions to monitor the progress.
	+ Responsible for collecting/validating the master data.
	+ Configuring and mapping the standard functionalities according to the business requirement.
	+ Creation of Master data using data management
	+ Uploaded the opening balances in D365F&O through Data management and secured signoff
	+ Go-Live and Go-Live Support

# Accenture

***Application development senior analyst*** *(October 2021to February 2023)*

# Project: William Demant Investment /Oticon Hearing Aid, Version: AX 2012 R3

**SUPPORT EXPERIENCE**

*Work responsibilities and tasks performed:*

* + Responsible for Handlingtickets/ Initiatives and application support to the end-users.
	+ Providing prompt and professional Level Support to customer accordingto their SLA and Support Contracts.
	+ If it requires Technical or Admin/Infra Team assistance, will coordinate internally and have it resolved at the earliest.
	+ Coordination with client managers/Key users and other teams for issue resolutions and getting sign-off for releases that are deployed to production/live server.
	+ Monitoring the development for any change request andtesting the same once, it iscompleted by technical team and approval of deployment to LIVE Server.
	+ Having weekly status meeting to knowthe progress of the developments with the responsible persons.
	+ Taking signoff from our client for the customizations post deployment toLIVE Server

# Intwo (Formerly known as Levtech Consulting)

***Functional Consultant*** *(August 2018 to October 2021)*

**IMPLEMENTATION EXPERIENCE**

# Projects: AGEP, BAYARA Version: D365F&O

*Work responsibilities and tasks performed:*

* + Drafted minutes of meeting
	+ Conducted CRP sessions
	+ Participated in gathering requirement of the business and created Functional requirement document (i.e., FRD)
	+ Prepared the GAP-FIT document
	+ Created functional design documents (i.e., FDD)
	+ Presenting the Functional design document (i.e., FDD) to business stakeholders and obtaining their confirmation.
	+ Monitoring the customizations with Developers
	+ Conducting the testing for customizations within Dynamics 365 Finance and Operations (D365F&O).
	+ Demonstrating the developed customizations to Business users and obtained their signoff.
	+ Preparation of UAT test scripts
	+ Conducted UAT session and obtained confirmation
	+ Configuration of finance modules setups to align with the client’s business requirements of client in the ERP system.
		- **General Ledger**
		- **Accounts Payable**
		- **Accounts Receivable**
		- **Fixed Asset**
		- **Cash and Bank Management**
		- **Expense Management**
		- **Budgeting**
		- **Credit and Collections**
		- **Tax**
		- **Project Management and Accounting**
	+ Validated provided master data and uploaded it to the system using data management.
	+ Managed the upload of Opening balances and obtained the client confirmation
	+ Client management and coordinating the project in the role of Functional consultant.
	+ Conducted user Training, prepared test scripts, and monitored the development tracker for status updates.
	+ Testing includes System Integration Testing, Exploratory Testing, Performance Testing, User Acceptance Testing, Regression Testing.
	+ Prepared user manuals
	+ Go-Live and Post Go-Live Support
	+ Conducting weekly meetings with client stakeholders to understand complex business processes and align the system’s functionalities to streamline end-user tasks.
	+ Holding daily meetings with the internal team to review progress on assigned tasks and ensure efficient delivery.

**SUPPORT EXPERIENCE**

# Projects: EMARATECH, DUBAI DEVELOPMENTS, SIKA GROUP, POLARIS, SHAMAL, CHEF, ASTER PHARMACY, ALDOURI Version: AX2009, AX2012, D365F&O

*Work responsibilities and tasks performed:*

* + Responsible for managing tickets, tasks, and providing application support to end-users.
	+ Resolved tickets pertaining to **both Finance and SCM modules**.
	+ SCM Modules includes
		- **Product Information Management**
		- **Procurement and Sourcing**
		- **Sales and Marketing**
		- **Inventory management**
		- **Retail**
		- **Production**
		- **Warehouse Management**
	+ Offering prompt and professional support to the customer base, ensuring alignment with SLA and support contract agreements.
	+ In cases where the issue requires assistance from Microsoft, raising a service request (SR) and coordinating with the Microsoft support team until resolution.
	+ When technical or admin/infra team support is needed, facilitating internal coordination and ensuring swift issue resolution.
	+ Collaborating with client managers, key users, and other teams to resolve issues and obtain sign-off for releases to be deployed to the production/live server.
	+ Preparing change requests and functional design documents for client-requested customizations, monitoring development progress, conducting testing upon completion by the technical team, and obtaining approval for deployment to the live server.
	+ Conducting daily status meetings to track the progress of developments with the responsible individuals.
	+ Securing client sign-off for customizations following deployment to the live server.

# California Burrito

***Accounts Executive*** *(August 2017 to May 2018) Work responsibilities and tasks performed:*

* + Invoices from all the outlets to be matched with GRN and Booking the Invoices in ERP accordingly.
	+ Making the Payments to Vendors as per the agreed terms of payments.
	+ Reconciliation on weekly basis.
	+ Sending payment advice to suppliers when the payments were made.
	+ Monthly stock audits in outlets and warehouses

# Edge solutions private limited

***Analyst (Worked as an Intern)*** *(January 2017 to July 2017) Work responsibilities and tasks performed:*

**Assisting in Audit Work**: Support in external and internal audits, prepare audit papers, and assist in statutory audits.

**Preparation of Financial Statements:** Helping in drafting balance sheets, income statements, and cash flow statements, ensuring compliance with accounting standards.

**Taxation Work:** Prepare and file tax returns, assist in tax audits, GST filings, and provide basic tax planning advice.

**Accounting Work:** Maintain books of accounts, pass journal entries, perform reconciliations, and ensure accurate financial records.

**EDUCATION**

* Bachelor of Commerce from, Sri Venkateswara University – Tirupathi
* Masters of Business Administration from, Sri Venkateswara University - Tirupathi.