Professional Summary:

Results-driven professional with 8 years of experience in Dynamics 365 Customer Engagement. Proven expertise in administration, business analysis, and quality assurance. Adept at optimizing system functionality, driving process improvements, and ensuring high-quality software solutions. Seeking a challenging role where diverse skills can contribute to organizational success.

Key Skills:

- Dynamics 365 Customer Engagement Administration
- Business Analysis
- Quality Assurance & Testing
- Requirement Gathering & Analysis
- Process Optimization
- User Training & Support
- System Configuration
- Cross-functional Collaboration
- Data Migration
- Documentation & Reporting

Professional Experience:

One Gas | Tulsa, OK| April 2016-Present

Administrator

- Administered Dynamics 365 Customer Engagement instances, ensuring optimal system performance and user access.
- Configured and customized entities, workflows, and security settings to meet business requirements.
- Collaborated with business users to gather and document system enhancement requests.
- Conducted user training sessions and provided ongoing support to enhance user adoption.

Business Analyst

- Collaborated with stakeholders to gather and analyze business requirements for Dynamics 365 projects.
- Conducted feasibility studies and impact analyses to support decision-making processes.
- Worked closely with development teams to translate business requirements into technical specifications.
- Played a key role in successful data migration projects from legacy systems to Dynamics 365.

Quality Analyst

- Led quality assurance efforts for Dynamics 365 Customer Engagement implementations.
- Developed and executed comprehensive test plans, ensuring software functionality and reliability.
- Conducted user acceptance testing (UAT) and collaborated with stakeholders to address feedback.
- Implemented process improvements resulting in a 20% reduction in testing cycle time.

BA/QA | NSIT Consultancy, Old Bridge, NJ| 2011-2016

- worked as a BA/QA analyst for various companies

Education:

MSSE| Fairfield University, Fairfield, CT| 2011

References:

Available upon request.