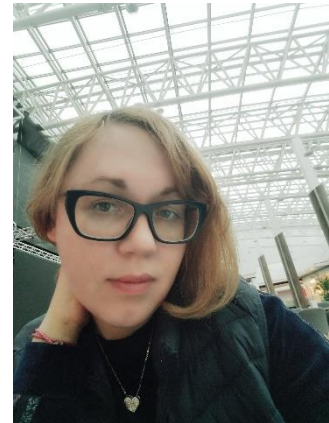


# Olga Kosmina

## Microsoft Dynamics 365 Consultant

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**Personal information** Live in Kyiv, Ukraine



### Education

- International Economics and Management, Master's Degree (Kyiv National Economics University) 1998 - 2003

### Courses and Certifications

- Managing Microsoft Dynamics Implementations with Microsoft Sure Step
- Microsoft Dynamics CRM 4.0 Customization and Configuration
- Microsoft Dynamics CRM 4.0 Applications
- Microsoft Dynamics CRM 3.0 Customization
- Microsoft Dynamics CRM 3.0 Applications

### Experience summary

Over the last 13 years, I have served as Microsoft Dynamics CRM Consultant in CRM-projects for clients in such areas as B2B, banking, insurance, IT, entertainment (cinemas, stadiums).

**My core competency** lies in business solutions development in sales, service, contact centers, marketing, public relations. I can conduct audit of customers' business requirements, provide system design and customization, prepare technical documentation, provide training and workshops to client staff on system usage.

### Work experience

*Nov, 24-Mar, 25* Microsoft Dynamics CRM Consultant (Progresia, IT company, Kyiv)  
*2014-2017* Microsoft Dynamics CRM/AX Consultant (OntargIT, IT company, Kyiv)  
*2012-2013* Project Manager (E-consulting, IT company, Kyiv)  
*2006-2012* Microsoft Dynamics CRM Consultant (E-consulting, IT company, Kyiv)

### Key qualifications

- Working with Dynamics 365 Sales and Customer Service

- Working with Microsoft Dynamics CRM from version CRM 3.0 till Microsoft Dynamics CRM 365.
- Working with Microsoft Dynamics AX, CRM module
- Working with Microsoft Dynamics Sharepoint Online
- Working with Microsoft Power BI
- Strong knowledge of sales, marketing and service modules
- Providing different kinds of analytics using built-in methods – advanced find, dashboards, reports
- Providing import of initial data to the customers' systems from different sources using built-in master of import/export. Prepare data for import and design mappings.
- Providing customization – entities, forms, attributes, business rules and workflows
- Administrating the system – add business units, users and roles
- Experience in conducting all phases throughout the project and preparation of relevant documentation: diagnostic, analysis, design, testing and support phases, trainings for users
- Project Management

## Project experience

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### **Implementation and support of Microsoft Dynamics AX in automotive company (2016 - 2017)**

*Company*      *Toyota Ukraine (Kyiv, Ukraine)*

*Industry*      *Auto distribution*

*AX version*      *Microsoft Dynamics AX 2013*

*Role and functions:*

Worked as AX/CRM Consultant responsible for the automatization of such processes as sales contracts management, service inquiries management, requests on technical maintenance, dealers' relationships management and integration AX with inner dealers' systems.

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### **Implementation of Microsoft Dynamics CRM and Microsoft Sharepoint Online in metallurgy company (2017) – a pilot project**

*Company*      *ISD Ukraine (Kyiv, Ukraine)*

*Industry*      *Metallurgy*

*Scope*            *Microsoft Dynamics CRM 365, Microsoft Sharepoint Online*

*Role and functions:*

Worked as a Consultant responsible for implementing documentation management based on integration of Microsoft Dynamics CRM with Sharepoint portal and customizing analytics for high management based on built-in methods such as dashboards and reports.

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### **Implementation of Microsoft Power BI in energetics company (2016) – a pilot project**

*Company*        *DTEK (Kyiv, Ukraine)*

*Industry*        *Energetics*

*Scope*            *Microsoft Power BI*

Worked as a Consultant responsible for implementing analytics based on Power BI tools.

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### **Implementation and support of Microsoft Dynamics CRM in equipment distribution company (2014)**

*Company*        *Altis Lift*

*Industry*        *Lift equipment distribution and installment*

*CRM version*   *Microsoft Dynamics CRM 2013*

*Role and functions:*

Worked as Microsoft Dynamics CRM consultant responsible for the concept of implementing full cycle of sales in the system – lead, opportunity, quote, invoice. Responsible for the concept design of forms for such entities as lead, opportunity, quote and invoice according to the customer's requirements. Set up product catalogue and pricing in the system.

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### **Implementation and support of Microsoft Dynamics CRM in automotive company (2014 - 2015)**

*Company*        *Auto International (Kyiv, Ukraine)*

*Industry*        *Auto distribution*

*AX version*       *Microsoft Dynamics AX 2013*

*Role and functions:*

Worked as AX/CRM Consultant responsible for the automatization of such processes as sales contracts management, service inquiries management, requests on technical maintenance, dealers relationships management and integration AX with inner dealers' systems.

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#### **Implementation of Microsoft Dynamics CRM in energetics company (2012 - 2013)**

*Company*      *Kyivenergo (Kyiv, Ukraine)*

*Industry*      *Energetics*

*Scope*      *Microsoft Dynamics CRM 2011, Microsoft Dynamics Sharepoint CRM 2011*

##### *Roles and functions:*

Worked as Project Manager for the developing a project concept of implementing a contact center based on Microsoft Dynamics CRM online integrated with the telephony system LIRA, the automatization of such business processes as customer inquiries management and documentation management.

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#### **Implementation of Microsoft Dynamics CRM in fleet and monitoring company (2011 - 2012)**

*Company*      *Benish GPS Group (Kyiv, Ukraine)*

*Industry*      *Software development*

*CRM version*   *Microsoft Dynamics CRM 4.0*

##### *Roles and functions:*

Worked as Project Manager for the system implementation in such business areas as sales management, project management, billing and integration with the client's accounting system, service management, product catalogue, legal and HR department management. Responsible for developing masks for importing initial data to the system, as well as mappings for the integration with the client's accounting system. Responsible for developing analytics for implemented business processes.

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#### **Implementation of Microsoft Dynamics CRM in banking sector (2011)**

*Company*      *Oschadbank (Kyiv, Ukraine)*

*Industry*      *Banking*

*CRM version*   *Microsoft Dynamics CRM 4.0*

Worked as Microsoft Dynamics CRM Consultant responsible for importing massive data of USSR depositors. Responsible for the design of depositor's profile. Developed mappings using built-in data migration tools for import initial data to the system.

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#### **Implementation and support of Microsoft Dynamics CRM in a non-government organization (2010 - 2011)**

*Company*      *American Chamber of Commerce in Ukraine (Kyiv, Ukraine)*

*Industry*      *Business association*

*CRM version*   *Microsoft Dynamics CRM 4.0*

Worked as Microsoft Dynamics CRM Consultant responsible for the automatization of the marketing processes and the integration with the Chamber's system of attendees. Responsible for the developing business analytics for the Chamber's marketing department.

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#### **Implementation and support of Microsoft Dynamics CRM in an entertainment company (2009 - 2008)**

*Company*      *Donbass Arena (Kyiv, Ukraine)*

*Industry*      *Entertainment*

*CRM version*   *Microsoft Dynamics CRM 4.0*

##### *Role and functions:*

Worked as Microsoft Dynamics CRM Consultant in such business areas as marketing and PR. Customization of marketing module (campaigns, marketing lists, campaign activities) according to customer's requirements. Design of client's profile in the system. Segmentation of the clients' base. Design different types of emails for sending invitations on matches, concerts and other events. Customization of publications management module (articles and news). Design of the publication form for planning, checking their status and source.