

Sandeep Patapalla

MS Dynamics Functional Consultant

Mobile: 8333886806

E-Mail: patapalla.sandeep970@gmail.com

Professional Summary

Microsoft Dynamics D365 Consultant with 4 years of experience in Retail and Supply Chain Management. Proficient in solution design, implementation, and management of D365 and AX 2012 R3 across large-scale retail projects. Expertise in optimizing business processes, conducting fit-gap analysis, and leading end-to-end implementations. Adept at integrating systems and providing exceptional support and user training to drive operational efficiency and business growth.

Work Experience

Dynamics 365 Retail Functional Consultant

Infosys | July 2022 – Present

Title : Associate Retail functional consultant
Client : *Telstra Australia (July 2022 -Present)*
Environment : Microsoft Dynamics 365 F&O

Role and Responsibilities:

- Led retail initiatives, serving as the primary point of contact for retail activities.
- Handling Incidents on daily basis (Retail as well as SCM) and Post go-live support for the end users.
- Exploring new features and analysis on the compatibility to POS.
- Tested and validated retail configurations during version upgrades and after deployments ensuring smooth POS functionality and minimal disruption to ongoing operations.
- Performed fit-gap analysis to address discrepancies between retail needs and system capabilities.
- Creation of new Legal entities, stores and workers.
- Configuration of discounts in POS (simple, mix&match and threshold) and on POS Screen layout and Receipt designing and modifications
- Managed data ingestion activities.
- Created and configured new roles in Dynamics 365 FO, ensuring appropriate access control and alignment with organizational structures.
- Drafting Functional Designs based on the business requirements gathered, coordinate with the Client and also with technical team for customization requirements.

- Provided support in the areas of Procurement and Sourcing, Product Information Management, Inventory management, Sales and Marketing Modules.
- Configured and maintained trade agreements in Dynamics 365 SCM, ensuring alignment with supplier and vendor contracts.

DXC Technology

Project Details:

Title : Associate Professional
Client : *Majid Al Futtaim (MAF) | 2020 June - July 2022*
Environment : Microsoft AX 2012 R3 and Microsoft Dynamics 365 F&O

Role and Responsibilities:

- Handling P1, P2 and P3 incidents and solving day to basis.
- Configuration of Retail discounts and POS layout Buttons
- Creation of new products in d365 F&O
- Modifications to stores and creation of new workers.
- Batch Job monitoring
- Provided training and support to end-users, with a focus on MPOS functionality, ensuring smooth adoption across retail stores.
- Led post-implementation support, addressing operational issues and optimizing system performance based on user feedback.

Education

- **B. Tech (CSE)**, GITAM University, Visakhapatnam, 2019
- **12th (M.P.C)**, Aditya Junior College, Palakollu, 2015
- **10th Class**, Sri Chaitanya Techno School, Palakollu, 2013

Certifications

- MB-340: Microsoft Dynamics 365 Commerce Functional Consultant
 - MB-920: Microsoft Dynamics 365 Fundamentals
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Additional Skills

- Dynamics D365 Retail and SCM Requirements Gathering and Analysis Solution Design
- Communication Skill Integration
- Postman
- JIRA
- Problem-solving Creativity
- Time Management Training and Presentations
- Business Process Optimization Project Management
- Regression Testing
- RSAT,Leapwork
- Willing to learn new concepts and adapt to new environments.
- Exploring Oracle SCM Fusion with a focus on understanding core functionalities and integration with ERP systems, demonstrating adaptability and eagerness to expand expertise in supply chain management technologies.

Awards and Honors

Infosys RISE Insta Award

- Appreciation On successful implementation in Telstra.