JACK ROSE

Dynamics 365 Consultant

📞 | 07719 738 846

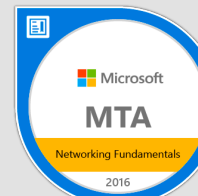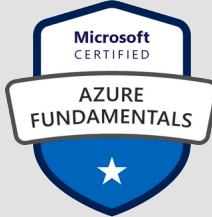✉ | jack@rose.fyi

🖱 | www.jack.rose.fyi

🏠 | Lyneham, Wiltshire

PROFILE

I am an experienced IT professional having worked in the industry for over 10 years. Currently working as a Dynamics 365 CRM Analyst where I have been developing and administering a system of over 2,500 users.

I am always focused on providing excellent customer service and work hard to engage with all stakeholders, whilst maintaining the integrity of the system and our processes. I pride myself on my ability to quickly grasp new concepts and am always looking to learn new skills and develop myself professionally.

CERTIFICATIONS

Microsoft CERTIFIED
DYNAMICS 365 SALES FUNCTIONAL CONSULTANT
ASSOCIATE

Microsoft CERTIFIED
DYNAMICS 365 FUNDAMENTALS

Microsoft CERTIFIED
POWER PLATFORM FUNDAMENTALS

Microsoft CERTIFIED
AZURE FUNDAMENTALS

Microsoft
MTA
Windows Server Administration Fundamentals
2016

Microsoft
MTA
Security Fundamentals
2016

Microsoft
MTA
Windows Operating System Fundamentals
2016

Microsoft
MTA
Networking Fundamentals
2016

WORK EXPERIENCE

2020 - Present

DYNAMICS 365 CRM ANALYST

Vistry Group | Bishop's Cleeve, Gloucestershire

At Vistry I am a member of a small team who have introduced and implemented Microsoft Dynamics 365 into our systems, which is now live to over 2,500 internal users. Specifically we have deployed Customer Service, Sales and Marketing modules customised to the business requirements. Personally I have been responsible for the development and customisation of our multi-branded customer portal, which is a tool available to 9,000+ external customers and counting. Further to this, I have been making continuous enhancements to all aspects of the Customer Engagement modules, supporting multiple company acquisitions. Within my team of four we have configured over 400 custom solutions within the past 18 months. Within my role I:

- Engage with senior leaders and management to understand and subsequently transform the business requirements into application requirements and conduct a fit-gap analysis
- Define and evaluate the functional and non-functional requirements for each business process in the workstream
- Prototype, configure and test the respective business processes
- Write functional specifications and collaborate with the technical team
- Document the system configuration and project documentation.
- Support and train users
- Liaise with third-party providers for collaborative solutions
- Keep in communication with end users, regularly meeting to present system updates, communicate any enhancements and to receive their feedback
- Provide technical input and oversight across the Dynamics 365 and Power Platform suites and where identify areas where we can extend our provision

In addition to my development responsibilites, I support and maintain the system on a day-to-day basis.

2018 - 2020

SYSTEMS ANALYST

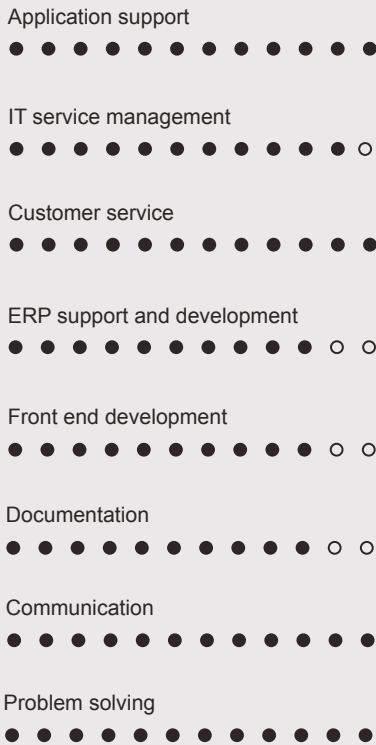Vistry Group | Bishop's Cleeve, Gloucestershire

In this role I supported users with our ERP and CRM systems. This involved receiving and managing internal user support requests, with the goal to resolve internally but if necessary escalate to third-party support. Alongside system support I was required to provide custom reporting and ad-hoc data extraction to support the business requirements.

SOFTWARE

- Microsoft Dynamics 365 CE
- Microsoft Power Platform
- GIT
- Microsoft Office Suite
- Adobe Photoshop
- HTML/CSS
- cPanel/WHM
- JavaScript

SKILLS

Application support

IT service management

Customer service

ERP support and development

Front end development

Documentation

Communication

Problem solving

EDUCATION

A-LEVELS
Royal Wootton Bassett Academy
Computer Science | Public Services

GCSES
Royal Wootton Bassett Academy
9 GCSEs

REFERENCES

Available upon request

2017 - 2018

FRONT END DEVELOPER
Mole Productions | Devizes, Wiltshire

Responsible for developing and maintaining a suite of websites using a variety of languages including HTML, CSS and Javascript. Alongside development I managed my own client base and provided ongoing support once sites went live. I supported clients with sending, writing and coding email newsletter campaigns as well as providing performance analysis using Google Analytics and custom SQL reporting. Within this role I was also required to create website graphics using Adobe Photoshop.

2016 - 2017

TECHNICAL CONSULTANT
Appsbroker | Swindon, Wiltshire

In this role I supported customers with their Google applications. This included configuring bespoke solutions using HTML, CSS JSON and SQL. I was required to create detailed technical documentation, assist with testing, conduct code reviews and support Senior Consultants with their deployments.

2015 - 2016

IT APPLICATION ANALYST
Hardware.com | Kemble, Gloucestershire

Responsible for ERP, CRM and Eloqua user administration. In addition I was tasked with creating finance and sales reports using SQL Server Management Studio and SSRS.

2014 - 2015

IT SUPPORT ENGINEER
Hardware.com | Kemble, Gloucestershire

I provided 1st/2nd/3rd line IT support to all company users across all business systems performing technical diagnosis and resolution within the required timescales.

2013 - 2014

SERVICE DESK ANALYST
Prolinx | Swindon, Wiltshire

1st line support and maintenance for users across the business. This included hardware setup such as desktop installations and power up testing of workstations, printers and peripherals.

HOBBIES AND INTERESTS

When I'm not in the office, I like keeping myself busy playing sport. I currently play for Royal Wootton Bassett Hockey Club and I am also very proud to have represented my county as Wiltshire goalkeeper. Aside from sport, I like to think I can play bass guitar, enjoy going to gigs and of course love spending time with my family - including my springer spaniel! I am a keen investor of tech startups and often take part in crowdfunding public projects. I am known to tinker with old tech and am a member of several tech modding communities online.