


Briane Sivels

Dynamics Business Central Functional Consultant

 Lincoln | DE | United States

 powerlearn.academy

ABOUT ME

I am a motivated technology professional with excellent communication skills and a talent for problem-solving in diverse environments. I have a versatile skill set, combining technical expertise, strong problem-solving abilities, and a solid grasp of business operations. I have a proven track record of effectively overseeing personnel, meeting client demands, and quickly resolving issues in dynamic work settings.

EXPERIENCE

Functional Consultant Apprentice | BC

Dynamic Consultants Group

- Achieve expertise in BC implementation from discovery to requirements gathering, with an emphasis on security and training modules
- Demonstrate proficiency in sprint planning, execution, demos, and retrospectives, supplemented by setting up a demo tenant for practical builds
- Oversee the creation of a test production company with tailored security settings and managed accurate, clean data across business areas
- Design UAT scripts, deliver comprehensive BC training, and ensure data readiness for production, while providing robust support during the project's go-live phase
- Present project outcomes to the company and establish best practices for improved go-live support and future project implementations
- Collaborate with marketing and sales departments to articulate the value of Business Central consulting to DCG's ideal customer profile

COMPETENCY

- D365 Model Apps/CRM Configuration
- D365 Sales Implementation
- D365 Project & Field Services
- Ticket Management & IT Support
- Power Automate Flows
- Customer Service
- System Design and Documentation
- Functional and Project Management-based roles
- HTML/Jscript Web Resources
- C#.Net Plugins
- Power BI
- Power Portals

SKILL

- Attention to Detail
- Visual Design
- Collaborative
- Diligent Worker
- Client Facing
- Teacher
- Creative

EDUCATION

Power Learn Academy Certificate

Power Learn Academy

Microsoft Power Platform Functional Consultant Certificate

Microsoft

Management Information Systems

Wilmington University | In Progress

System Administrator Certificate

ServiceNow 2022

Scrum Master Certificate


Scrum Alliance 2022

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PREVIOUS EXPERIENCE

Functional Consultant | ERP

Power Learn Academy

- Successfully implemented Microsoft Business Central to improve inventory accuracy and reducing shipping errors
- Trained and supported a team of users on Microsoft Business Central's warehouse management features to increase efficiency and productivity
- Developed and maintained detailed reports and dashboards using Microsoft Business Central to provide insights into inventory levels and shipping activity
- Worked with stakeholders, including warehouse managers and logistics teams, to optimize warehouse operations and ensure smooth and efficient processes
- Collaborated with clients to analyze and create high-level business process and documentation to increase operational efficiencies
- Configured administrative features and workflows to reduce manual tasks and improve data accuracy
- Managed finance and operations data to ensure sound financial reporting and decision-making
- Set up and configured financial management to streamline financial processes
- Implemented accounts receivable, credit, collections, and revenue recognition to improve cash flow management and revenue recognition accuracy
- Implemented and manage accounts payable and expenses as well as manage budgeting and fixed assets to improve cost management

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PREVIOUS EXPERIENCE

Technical Assistant

Code Differently with ServiceNow

- Demonstrated effective collaboration with virtual team members, resulting in the successful attainment of project objectives and the delivery of a diverse range of high-quality deliverables
- Provided expert technical guidance in the areas of development, design, and systems integration
- Guided over 40 in utilizing best practices for the ServiceNow platform, while also providing mentorship to those transitioning into the technology field
- Conducted regular weekly meetings to discuss and identify areas for improvement and optimization

NextGen Extern

ServiceNow

- Completed a 12-week instructor-led ServiceNow Implementation Specialist program
- Focused on ITSM, ServiceNow Fundamentals, ServiceNow Portal, and CDMB
- Developed digital solutions to real world problems on ServiceNow, with focus on IT Service
- Management, Service Portal, Scripting, and IT Service Management Implementation
- Acquired practical proficiencies on the platform's configuration, customization, advanced skills in collaboration, team work, and problem solving

Bank Teller

Del-One Federal Credit Union

- Managed \$10,000+ of customers' transactions on daily basis, including check cashing, account deposits and withdrawals
- Demonstrated proficiency regarding policies, procedures, and products pertaining to customer transactions

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