

CHIAMAKA JOY ICHOKU

Email: chiamakaichoku@outlook.com

Phone: +356-77308476

Linkedin: <https://www.linkedin.com/in/chiamaka-ichoku/>

SUMMARY

A professional with experience in high-level support to clients and executives through all phases of business and technical projects, I have been able to leverage application expertise, technical knowledge, process/delivery planning, and resource management to enhance operations; translating strategies to processes and procedures, fostering high performance, implementing various projects, advising senior management, and making sure that customer expectations are attained. I am confident I will be able to bring these valuable skills to support revenue growth and client success. From leading team-focused projects and delivering dynamic presentations to interacting with cross-functional staff and performing requirements identification, development, testing, and implementation of Microsoft Dynamics projects and overall business process optimization, my background has prepared me to excel in an intensive role. My keen aptitude for technology; as well as my leadership and communication abilities, position me ready to thrive in this energizing field

PROFESSIONAL EXPERIENCE

SNR FUNCTIONAL CONSULTANT

09/2024 – PRESENT

PWC, DIGITAL SERVICES

- Ensured successful implementation of enterprise resource planning projects in line with project scope, budget and schedule through coordination with external sources and internal department personnel. Implement features, providing technical expertise and training, and facilitating knowledge transfer to new clients.
- Worked with the Finance Workstream to configure and implement Dynamics 365 D365 with focus on the Accounts Payable, Accounts Receivable, General Ledger, Fixed Assets, Inventory Management, Warehouse Management, Cash and Bank Management, Project Management and Accounting.
- Prepared detailed model specific Business Requirement Documents (BRDs) and Functional Requirement Documents (FDDS) for the client requested system enhancements
- Involved in writing test plans and coordinated Unit Testing, Integration Testing, Regression Testing and User Acceptance testing.
- Analyze business processes (Finance, Operations, Trade & Logistics) to identify opportunities for improvement
- Identify creative workarounds to meet requirements without the development of custom code
- Understand the functional capabilities and limitations for out of the box functionality as well as custom code
- Identify customer's requirements and match them with technological capabilities and with Microsoft's continuous release plans.

FUNCTIONAL CONSULTANT

9/2022 - 9/2024

KPMG MICROSOFT BUSINESS SOLUTIONS

- Ensured successful implementation of enterprise resource planning projects in line with project scope, budget and schedule through coordination with external sources and internal department personnel. Implement features, providing technical expertise and training, and facilitating knowledge transfer to new clients.
- Worked with the Finance Workstream to configure and implement Dynamics 365 D365 with focus on the Accounts Payable, Accounts Receivable, General Ledger, Fixed Assets, Inventory Management, Warehouse Management, Cash and Bank Management
- Prepared detailed model specific Business Requirement Documents (BRDs) and Functional Requirement Documents (FDDS) for the client requested system enhancements
- Involved in writing test plans and coordinated Unit Testing, Integration Testing, Regression Testing and User Acceptance testing.

ERP FUNCTIONAL CONSULTANT

07/2018 - 09/2022

TECHNOLOGY DISTRIBUTIONS LIMITED

- Plan and implement migration from legacy systems to Microsoft Dynamics 365 Finance and Supply Chain Management. Collaborate with business and IT partners to support requirements identification, development, testing, and implementation of projects. Analyze and revamp antiquated and inefficient processes to increase productivity while bringing in newer and more efficient technologies. Diagnose software issues, troubleshoot network/connectivity problems, and test new technologies while delivering comprehensive user support via phone, in-person, or by remote access.
- Led a team of 3, guided them with customer needs, specifications, design targets, development process, and techniques to implement and support the migration of two (2) mid-sized companies from legacy systems to onboard and utilize Dynamics 365.
- Co-led the business process optimization, requirements, data acquisition and change management to deploy a digital app adoptions program to enable a personalized customer experience journey that is estimated to support the generation of \$312M in sales by 2025.
- Documented business requirements, detail design specifications, and process workflow maps for developer implementation and user documentation. Interfaced with stakeholders and technical personnel regarding test schedules, implementation time frames, risk management issues, and system challenges

TECHNICAL SUPPORT INTERN
05/2017 – 06/2018
ZINOX TECHNOLOGIES LIMITED

- Managed the deployment, monitoring, maintenance, development, upgrades & support of IT systems, including servers, workstations (PC/Mac), OS, hardware, software, firewalls, printers, VOIP, mobile devices & peripherals.
- Writing and developing technical procedures, performing basic network and server administration, and acting as a technical advisor to lower-level technicians.
- Recognized for establishing and maintaining relationships with key stakeholders across a diverse group of technical and non-technical areas.
- Extensive support on ERPNext, Odoo, Dynamics Ax 2009 and 2012 and D365 FO requests

DIGITAL SKILLS

Microsoft Dynamics 365 for Finance and Operations| Enterprise Resource Planning (ERP)| Business Process Analysis |Project Management: Microsoft Project| Power Platform (Power BI, Power Apps, Power Automate) | Microsoft Dynamics Lifecycle Services to manage implementation processes

EDUCATION

- Anambra State University, Uli, Anambra State, Nigeria 2012 – 2016

Bachelor of Science, Biochemistry,

CERTIFICATIONS

- MB-310 – Microsoft Certified: Dynamics 365 Finance Functional Consultant Associate (Nov 2024)
- MB-300 – Microsoft Dynamics 365 Core Finance and Operations (April 2022)
- PL-100 – Microsoft Power Platform App Maker (June 2021)
- MCT – Microsoft Certified Trainer (June 2021)
- PL 900- Microsoft Power Platform Fundamentals (May 2021)
- IBM Certified System Administrator – MQ V9.0 (Sept 2020)
- IBM Cloud Integration Sales Foundations (Sept 2020)
- MB 900- Microsoft Dynamics 365 Fundamentals (Mar 2020)
- Project Management Academy Professional Certificate in Project Management (2018)
- Rahn Weasley Institute of Management Certification in Quality Management (ISO 9001) (2018)

REFERRERS

Available on request

