Jack Rose

Dynamics 365 Application Engineer
Wiltshire,UK | 07719 738846 | jack@rose.fyi | https://jack.rose.fyi

WORK EXPERIENCE

Dynamics 365 Application Engineer (2023 - Present)
Barnardo's

D365 F&O Delivery & Implementation
Lead and contribute to Dynamics 365 Finance & Operations change across the application lifecycle, from requirements and solution design through configuration, testing, deployment and transition into BAU.

D365 Finance
Provide functional and technical expertise across Asset Management, Cash & Bank Management, Expense Management, Fixed Assets, General Ledger, Procurement and Sourcing.

Functional Design & Business Engagement
Partner with Finance, HR and wider business stakeholders to understand requirements, assess existing processes and translate business needs into practical D365 solutions and configuration changes.

Testing & Release Management
Co-ordinate UAT, regression testing and releases for D365 changes and Microsoft platform updates, including environment readiness, defect resolution and post-deployment validation.

Platform & Environment Management
Own and manage D365 environments across development, UAT and production, including LCS, environment refreshes, platform updates, security access and deployment activities.

Integration & Automation
Develop and support enterprise integrations using Azure Logic Apps, Power Platform and associated Microsoft technologies, troubleshooting data flows and integration failures across business-critical services.

Leadership
Acted as Interim D365 Manager alongside engineering responsibilities, co-ordinating priorities, escalations, stakeholder engagement and service delivery across the D365 estate.

ABOUT

Dynamics 365 and enterprise applications professional with 10+ years' experience delivering, supporting and improving business-critical ERP and CRM platforms.

Strong D365 Finance & Operations experience spanning finance, platform administration, functional change, testing, releases, integrations and transition into BAU.

Experienced in bridging technical and non-technical teams, translating business needs into practical technical solutions while ensuring stakeholders understand technical decisions, impacts and opportunities.

CORE EXPERTISE

Dynamics 365 F&O
Dynamics 365 CE
Power Platform
Dataverse
Application Lifecycle Management
Solution & Functional Design
UAT & Regression Testing
Release Management
Application Integrations
Stakeholder Management

CERTIFICATIONS

Microsoft Certified – Dynamics 365 Sales Functional Consultant Associate
Microsoft Certified – Dynamics 365 Fundamentals (CRM)
Microsoft Certified – Power Platform Fundamentals
Microsoft Certified – Azure Fundamentals
fCMgr – Foundation – Chartered Manager – CMI
ITIL (Version 5) Foundation – Certified by PeopleCert

*In Progress

WORK EXPERIENCE (CONTINUED)

Dynamics 365 CRM Analyst (2020 - 2023)
Vistry Group

D365 CE Implementation & Development
Led development, implementation and continuous improvement of a large-scale Dynamics 365 CE platform supporting 2,500+ internal users and 9,000+ external customers.

Model-Driven Applications
Designed, configured and supported custom model-driven applications based around Dynamics 365 Sales and Marketing processes, translating business requirements into scalable platform solutions.

Solution Delivery
Delivered 400+ application enhancements and solutions across requirements gathering, configuration, testing, data migration, deployment and post-implementation support.

Power Platform & Integration
Worked across Dynamics 365, Dataverse and the wider Power Platform ecosystem; supporting automation, integrations, security, application administration and continuous platform improvement.

Systems Analyst (2018 - 2020)
Vistry Group

Enterprise Applications
Supported and administered business-critical ERP, CRM and SaaS applications, working across system configuration, access management, change and incident resolution.

Reporting & Data
Developed operational and financial reporting using SQL Server Management Studio and SSRS, supporting business decision-making and data analysis.

Business Change
Worked directly with business users and super users to understand requirements, test application changes and communicate system improvements.

SaaS Delivery
Supported customer projects involving enterprise SaaS applications, including testing, implementation, user training and transition into operational support.

Front End Developer (2017 - 2018)
Mole Digital

Developed and optimised responsive web solutions using HTML/CSS and related technologies, alongside technical documentation, analytics, SEO and customer-facing support.

Technical Consultant (2016 - 2017)
Appsbroker

Delivered and supported cloud-based business applications and integrations across Google Cloud technologies, developing bespoke solutions using HTML5, CSS3, JSON and SQL while supporting deployments, testing and technical documentation.

IT Application Analyst (2015 - 2016)
Hardware.com

Supported and enhanced enterprise ERP, CRM and Eloqua applications, delivering SQL/SSRS reporting, system changes, testing, user training and administration. Contributed to continuous improvement and customer-facing Oracle SaaS projects.

IT Support Engineer (2014 - 2015)
Hardware.com

Delivered 1st–3rd line support across enterprise applications, infrastructure and end-user technology, including Active Directory, Exchange, networking and endpoint management. Supported incident resolution, disaster recovery, asset management and hardware provisioning.

8000+ Internal Users

Supported enterprise applications serving 8,000+ internal users

9000+ External Customers

Delivered and supported customer platforms used by 9,000+ external customers

400+ Custom Solutions

Contributed to 400+ custom Dynamics 365 solutions and integrations

Service Improvements

Led service improvements and application optimisation across cloud platforms