



Functional Consultant – Dynamics CRM

OnActuate is looking for a full-time Microsoft Dynamics CRM Functional Consultant to build strong relationships with customers and determine practical solutions for their business and technical processes. This exciting work includes gathering business requirements, assessing business needs, and providing creative and effective solutions that meet emerging technology standards. This individual will work closely with resources at all levels.

Location: Remote can be based anywhere in India

Key responsibilities include, but are not limited to:

- Lead and manage small to medium projects independently
- Participate in planning and design sessions with customers
- Work with business groups to gather and document business needs and processes
- Advise customers on best practices for CRM processes, user interface and architecture
- Develop and manage project plans that encompass the complete project life cycle (i.e., project requirements, development, quality assurance, deployment etc.)
- Create functional and technical specifications documentation for projects
- Write specifications for customizations, data migration, and system integrations
- Configure and customize the CRM system based on design specifications
- Develop test plans and scripts
- Conduct system and end-to-end testing of the application
- Determine detailed approach and timeline of projects
- Works with the cross-functional areas to secure resources and ensure resources are used effectively
- Resolve issues affecting project scope, quality, effort, risk, and timeline
- Guide the project along through daily communications with the customer
- Participate in weekly status meetings (may be more) and send status updates to the Project Manager
- Assist in conducting design review sessions with the customer to demonstrate completed work and gather adjustments and changes



- Provide training for super users

Qualifications:

- Bachelor's Degree or equivalent
- 2-5 years of experience required
- Maintains Microsoft Certifications relevance on related platforms and products
- Knowledge of current business processes, issues, and technology related to the operation of a sales, marketing, and service departments within an organization
- Excellent verbal and written communication
- Comfortable talking with clients at all levels of within an organization
- Experience implementing Microsoft Dynamics CRM, and/or other CRM applications with willingness to learn MS CRM
- Understands industry standard project management methodologies
- A proven track record of delivering high quality projects that result in high customer satisfaction
- Detail-oriented, able to multi-task, extremely organized, and can prioritize multiple demands in a very fast-paced environment

Thank you for your interest! Please forward resumes to: pf@onactuate.com.