

# RUTH CINDRELLA HIRUTHAYA RAJKUMAR

FUNCTIONAL CONSULTANT — Microsoft Dynamics 365, Azure DevOps, Power BI

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## SKILLS

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- **ERP Systems & Implementation:** Microsoft Dynamics 365 Business Central, NAV 2013 R2, system configuration.
- **Documentation & Analysis:** Creating FRDs, TDDs, user manuals, business process analysis, workflow optimization.
- **Testing & Quality Assurance:** Azure DevOps for test planning, execution, defect management, regression testing.
- **Collaboration & Tools:** Stakeholder communication, workshops, cross-functional teamwork, Office Suite, Power BI.

## WORK EXPERIENCE

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### BC Functional Consultant

January 2024 – October 2024

*Groupe conseil ERA / ERA Consulting Group*

*Quebec*

- Analyzed customer needs and mapped complex business processes into functional requirements, streamlining workflows, improving IT and business alignment, enhancing traceability, and increasing overall system functionality by 18%.
- Developed 20+ FRDs and TDDs with precise documentation standards, accelerating delivery timelines by 15%, reducing clarification delays by 25%, and improving cross-team collaboration which boosted stakeholder satisfaction by 20%.
- Designed and executed 50+ unit and integration test scenarios in Azure DevOps, reducing post-production defects by 30%, strengthening release confidence, and increasing overall deployment stability which minimized downtime by 12%.
- Managed defect lifecycle from logging to resolution, collaborating with developers to resolve 95% of high-severity issues within deadlines, reducing regression risk, improving mean time-to-resolution by 22%, and maintaining 99% uptime.

### BC Functional Consultant

August 2021 – December 2022

*Scopetree Technologies LLP*

*India*

- Conducted whiteboarding workshops with clients to capture business requirements, translating complex needs into actionable documentation, decreased rework requests by 22%, and accelerated project sign-off timelines by two weeks.
- Created FRDs, TDDs, and user manuals, maintaining structured documentation that boosted team knowledge transfer, lessened onboarding time for developers by 30%, and enhanced overall user adoption of newly implemented modules.
- Delivered 15+ customizations and reports tailored to client requests, aligning outputs with KPIs, improving reporting accuracy by 25%, which contributed to efficiency gains across finance and operations departments in client organizations.
- Executed unit and integration testing across 50+ modules, identifying and resolving 90% of defects pre-deployment, reducing production issues by 28%, and boosting client satisfaction scores while ensuring seamless system performance.

### ERP Manager

June 2017 – September 2018

*Jayanti Herbs & Spices*

*India*

- Established end-to-end ERP implementation as a techno-functional expert, improving overall adoption rates by 40%, reducing data-entry errors by 25%, and ensuring real-time visibility across procurement and inventory operations.
- Guided tier-1 and tier-2 ERP support, resolving 95% of user issues within SLA timelines, which directly upgraded staff productivity and satisfaction by 20%, ensuring uninterrupted business continuity and advanced system performance.
- Configured and managed user rights and permissions, strengthening system security by 30% and ensuring compliance with audit requirements, preventing unauthorized access incidents and safeguarding sensitive business information.
- Analyzed operational bottlenecks and optimized ERP workflows, which shortened transaction processing times by 18% and lowered recurring reporting delays, ensuring smoother integration of ERP systems into business operations.

### Associate Software Engineer

December 2013 – April 2017

*Atna Technologies*

*India*

- Customized Microsoft Dynamics NAV 2013 R2 using C/AL (C/SIDE), delivering 25+ tailored solutions aligned with client workflows, which improved coverage by 35% and refined operational efficiency across inventory management.
- Designed and developed custom reports, improving reporting accuracy and accessibility for end-users, which reduced manual reconciliation time by 20% and supported better decision-making in operational areas of client businesses.
- Conducted 40+ integration tests to validate system changes, preemptively identifying defects and reducing incidents by 30%, ensuring higher client confidence in system stability and accelerating timelines for solution deployment.
- Partnered with functional consultants and senior engineers to refine requirements and deliver customized enhancements, improving team delivery rates by 15% and fostering strong collaboration between both technical and functional teams.

## EDUCATION

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### Bachelor of Engineering in Computer Science Engineering

August 2009 – April 2013

*Karunya University, India*

## CERTIFICATIONS

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- **Microsoft Certified: Dynamics 365 Business Central Functional Consultant Associate**