AMIT KUMAR

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PROFESSIONAL STRENGTH AND CAREER SUMMARY

A result driven professional career with 13+ years of experience in ERP Implementations for Organizations like HSO, Microsoft, IBM, Avalara, EY, SGI, Tarento, Alfa People, TFS India, Qatar Duty Free, Sonata software Ltd, TVS India, Sony India, Lorna Jane Australia, etc., which includes Retail IT Infrastructure Setup & Design, ERP Implementations, Retail Applications POS Design & Support. Rich experiences & knowledge of ERP Applications especially Microsoft Dynamics AX.

* Microsoft Dynamics 365 Retail and Commerce Techno-Functional.
* Microsoft Dynamics 365 specialist in Retail/Commerce & EPOS/MPOS/CPOS/E-Commerce/CSU/site builder.
* Involved in customizations for EPOS/MPOS/CPOS /E-Commerce/CSU for the client based on their requirements.
* Implementation & Functional Support for Microsoft Dynamics AX 2012 R2, AX 2012 R3 Retail and 365 Commerce.
* Conduct training for Microsoft Dynamics AX Retail EPOS, MPOS and CPOS functional and technical.
* Worked with teams to maintain code quality, design architecture and technical feasibility.
* Worked with Pre-Sales team for a Microsoft dynamics 365 Commerce POS POC.
* Training & Hands-on Experience taken from Microsoft on Dynamics 365 Commerce payment connector\gateways.
* Identifying the GAPs and give appropriate Solutions through workaround or customization for headless commerce.
* Propose best solution on MS Dynamics 365 Commerce & POS functionality & design.
* Preparation of Technical Document for Technical Team and closely work with them to attain the desired result.
* Testing the developed functionalities/reports.
* Preparation of User Training manuals for all the Identified Business processes.
* Provide Process Owners and Process Champions training.

WORK EXPERIENCE

Client	:	SGI (Aug 2024 – Jul 2025)
Client location	:	USA
Project	:	Implementation of D365 for Retail and Commerce
Role	:	Techno – Functional for Retail POS and ECommerce
Modules responsible	:	Retail, MPOS, CPOS, ECommerce, CSU, Site builder

Description:

IBM as implementation partner with TWC and Pelsis is responsibility for the customization and rollout of the stores across UK/US. The project is a D365 for Retail implementation to improve the business overall growth and customer experience with POS and ECommerce solutions

* Design and configure D365 Retail & Commerce functionalities, including pricing, promotions, loyalty programs, inventory management, and order fulfilment
* Customization in MPOS/CPOS services/triggers, CRT to handle new TAX customizations.
* ECommerce extension and theme creation for their B2B and B2C ECommerce website.
* Writing custom code to extend the payment functionality of Microsoft Dynamics 365 Retail and Commerce applications;

Environment/Technology:

* Dynamics 365 and MPOS/CPOS/Store commerce/CSU/headless commerce/Site builder/B2C e-comm

Client	:	IBM (Jul 2023 – Jul 2024)
Client location	:	UK
Project	:	Implementation of D365 for Retail and Commerce
Role	:	Techno – Functional for Retail POS and ECommerce
Modules responsible	:	Retail, MPOS, CPOS, ECommerce, CSU

Description:

IBM as implementation partner with TWC and Pelsis is responsibility for the customization and rollout of the stores across UK/US. The project is a D365 for Retail implementation to improve the business overall growth and customer experience with POS and ECommerce solutions

* Architectural level Designing, implementation of D365 for Retail and ECommerce
* Worked as techno functional for customizing along with standard operation and functionality with CSU.
* Customization in MPOS/CPOS services/triggers, CRT to handle new TAX customizations.
* ECommerce extension and theme creation for their B2B and B2C ECommerce website.
* Writing custom code (typically using programming languages such as C#, .NET or TypeScript) to extend the functionality of Microsoft Dynamics 365 Retail and Commerce applications;

Environment/Technology:

* Dynamics 365 and MPOS/CPOS/Store commerce/CSU/headless commerce
* MPOS, RS, HS changes for Tax calculation

Client	:	Avalara technologies (Dec 2021 – Jun 2023)
Client location	:	USA
Project	:	Implementation of D365 for Retail
Role	:	Techno – Functional for Retail & POS
Modules responsible	:	Retail, MPOS, CPOS, CSU

Description:

Avalara technologies as product-based company have responsibility for the US tax implementation partner for D365 retail customization and rollout of the stores across globe. The project is a D365 for Retail implementation to improve the business overall growth and customer experience.

* Architectural level Designing, implementation of D365 for Retail
* Gathered information regarding MPOS customization on TAX extension and impact on other functionalities.
* Worked as techno functional for customizing along with standard operation and functionality.
* Customization in MPOS/CPOS services\triggers, CRT to handle new TAX customizations.

Environment/Technology:

* D365 and MPOS/CPOS/CSU/headless commerce
* MPOS, RS, HS changes for Tax calculation

Client	:	Ernst & Young (Oct 2020 – Nov 2021)
Client location	:	India
Project	:	Implementation of D365 for Retail
Role	:	Techno – Functional for Retail & POS
Modules responsible	:	Retail, MPOS, CPOS, CSU

Description:

Ernst & Young as an implementation partner to CCD have responsibility for the customization and rollout of the stores across India. The project is a D365 for Retail implementation to improve the business overall growth and customer experience.

* Architectural level Designing, implementation of D365 for Retail
* Gathered information regarding MPOS customization and impact on other functionalities.
* Worked as techno functional for customizing along with standard operation and functionality.
* Customization in MPOS/CPOS services\triggers, CRT to handle new customizations.
* Customization for payment-based promotions.
* Application builds and deployment process.

Environment/Technology:

* D365 and MPOS/CPOS/CSU/headless commerce
* MPOS, RS, Payment connector

Client	:	Alpha People (Apr 2020 – Sep 2020)
Client location	:	US
Project	:	Implementation of D365 for Retail
Role	:	Techno – Functional for Retail & POS
Modules responsible	:	Retail, MPOS, CPOS, CSU

Description:

Alpha People as an implementation partner to a Liquor giant have responsibility for the customization and rollout of the stores across US. The project is a D365 for Retail implementation to improve the business overall growth and customer experience.

* Architectural level Designing, implementation of D365 for Retail
* Gathered information regarding MPOS customization and impact on other functionalities.
* Worked as techno functional for customizing along with standard operation and functionality.
* Customization in MPOS services\triggers, CRT to handle new customizations.
* Customization for payment-based promotions.
* Application builds and deployment process.

Environment/Technology:

* D365 and MPOS
* Visual studio 2015

Client	:	Twenty-Four Seven (Dec 2017 – Mar 2020)
Client location	:	Delhi, India
Project	:	Implementation of D365 for Retail
Role	:	Techno – Functional for Retail & POS
Modules responsible	:	Retail, MPOS, CPOS, CSU

Description:

TFS is a leading retail in grocery business in North India. The project is a D365 for Retail implementation to improve the business overall growth and customer experience.

* Architectural level Designing, implementation of D365 for Retail
* Gathered information regarding MPOS customization and impact on other functionalities.
* Worked as techno functional for customizing along with standard operation and functionality.
* Customization in MPOS services\triggers, CRT to handle new customizations.
* Customization for payment-based promotions.
* Application builds and deployment process.

Environment/Technology:

* D365 and MPOS
* SQL Server 2017

Client	:	Qatar Duty Free (Oct 2016 – Nov 2017)
Client location	:	Doha, Qatar
Project	:	Implementation of MS Dynamics AX 2012 R3 Retail
Role	:	Techno – Functional for Retail & EPOS/MPOS
Modules responsible	:	Retail, EPOS/MPOS, CSU

Description:

Qatar Duty Free Project is Microsoft Dynamics AX 2012 R3 for Retail implementation and customization. Main goal is designed to bring about an improvement of existing system by adding the new features to Retail POS and Customizing existing functionality of Retail POS as per Qatar airways business process.

Roles & Responsibilities:

* Architectural level Designing, implementation of Retail 2012
* Gathered information regarding EPOS/MPOS custom Promotions and impact on other functionalities.
* Worked as technical for customizing new promotions along with standard promotion and functionality.
* Customization in EPOS services\triggers, CRT, MPOS to handle new promotions.
* Customization for payment-based promotions.
* Application builds and deployment process.

Environment/Technology:

* Microsoft Dynamics AX 2012 R3, EPOS, and MPOS
* SQL Server 2012

Client	:	TVS (Apr 2016 – Sep 2016)
Client location	:	Chennai, India
Project	:	Implementation of MS Dynamics AX 2012 R3 Retail
Role	:	Techno – Functional for Retail & EPOS
Modules responsible	:	Retail, EPO

Description:

This is for India based Automobile spare part Company wherein apart from standard features in Microsoft dynamics AX Retail R3 we were involved in customization/implementation/upgradation and store roll out across India.

Roles & Responsibilities:

* Gathered information regarding EPOS code upgrade and impact on other functionalities.
* Worked as technical for upgrading the EPOS code and functionality.
* GST code upgrade as per new India taxes.
* Application builds and deployment process.

Environment/Technology:

* Microsoft Dynamics AX 2012 R3, EPOS
* Visual studio 2013

Client	:	Lorna Jane (Apr 2015 – Mar 2016)
Client location	:	Brisbane, Australia
Project	:	Implementation of MS Dynamics AX 2012 R3 Retail
Role	:	Techno – Functional for Retail & MPOS
Modules responsible	:	Retail, MPOS

Description:

This is for Australia based Apparel Company wherein apart from standard features in Microsoft dynamics AX Retail R3 we were involved in customization/implementation and store roll out across Australia and USA.

Roles & Responsibilities:

* Worked as technical for Solution/Design conception, designing the architecture and determining technical feasibility.
* Gathered information regarding modules, form customizations, functionality, and appearance in MPOS
* Design and architecture of Payment at MPOS by EFT devices.
* Customization on AX payment connector to handle the Integrated EFT payment.
* Customization on the MPOS reports for bringing real time date from AX.
* Customization in discount and promotion to bring new discounts.

Environment/Technology:

* Microsoft Dynamics AX 2012 R3, Modern POS, CRT, Client broker and hardware station
* Visual studio 2013

Client	:	Sonata (ISV) (Oct 2014 – Mar 2015)
Client location	:	Bangalore, India
Project	:	Implementation of MS Dynamics 2012 R3/ 365 Operations
Role	:	Techno – Functional for Retail /MPOS and CPOS
Modules responsible	:	Retail, MPOS, CPOS

Description:

The project is ISV implementation of Sonata for B2B, B2C, Brick and Click customers. The main focus of ISV is to extend the functionality of Dynamics AX 2012 R3/ 365 Operations retail channels for B2B, B2C websites and Brick and Click stores. This includes functionalities like catalogue, product, product hierarchy, payments etc.

Roles & Responsibilities:

* Worked as technical for Solution/Design conception, designing the architecture and determining technical feasibility.
* Gathered information regarding modules, form customizations, functionality, and appearance.
* Design and architecture of Payment at MPOS/CPOS by EFT devices.
* Customization on AX payment connector to handle the Integrated EFT payment.
* Customization in discount and promotion to bring new discounts in MPOS/CPOS.
* Architecture design and development of payment for B2B website for Lorna Jane.

Environment/Technology:

* Microsoft Dynamics AX 2012 R3/ 365 Operations, Modern POS, Cloud POS, CRT, Client broker and hardware station
* Visual studio 2013

Client	:	Sony India (Apr 2014 – Sep 2014)
Client location	:	Delhi, India
Project	:	Implementation of MS Dynamics AX 2012 Retail
Role	:	Techno – Functional for Retail and EPOS
Modules responsible	:	Retail, EPOS

Description:

The project was based on EPOS implementation in Sony mobile stores for Sony India Ltd. Apart from standard features in Microsoft dynamics AX Retail R3 we were involved in customization/implementation and store roll out across India.

Roles & Responsibilities:

∗ Worked as technical for Solution/Design conception, designing the architecture and determining technical feasibility.
∗ Gathered information regarding modules, form customizations, functionality, and appearance.
∗ Design and architecture of offline inventory in store.
∗ Standard bug fixes for EPOS.

Environment/Technology:

* Microsoft Dynamics AX 2012 R3, EPOS, and CRT
* SQL Server 2012

Client	:	CCD India (POC) (Oct 2013 – Mar 2014)
Client location	:	Bangalore, India
Project	:	Implementation of MS Dynamics AX 2012 Retail
Role	:	Techno – Functional for Retail and MPOS
Modules responsible	:	Retail, MPOS

Description:

The project was to show case the MPOS capabilities.

Roles & Responsibilities:

∗ Gathered information regarding modules, form customizations, functionality, and appearance.
∗ Customization of standard forms and table.
∗ Customization of dumping and KOT for the client as POC.
∗ Customization of standard Microsoft dynamics AX 2012 as per user requirements

Environment/Technology:

* Microsoft Dynamics AX 2012 R3, Modern POS, CRT, Client broker and hardware station
* Windows server 2012 R2
* Visual studio 2013
* C#, .NET

Client	:	Sonata (May 2013 – Sep 2013)
Client location	:	Bangalore, India
Project	:	Implementation of MS Dynamics AX 2012
Role	:	Techno – Functional for Retail
Modules responsible	:	HR

Description:

   Timesheet App is a windows 8 app built for a construction site scenario, where a supervisor used to fill in time sheets for his workers on daily/weekly/monthly basis. This app was integrated to Microsoft AX2012 using AIF services.

Roles & Responsibilities:

* Designed the architecture of the application.
* Was involved in addressing the various problems and design challenges.
* Involved in writing services to consume data from AX through AIF Document/Custom Services
* Developed Service integration part of Windows 8 app

Environment/Technology:

* Microsoft Dynamics AX 2012
* Visual studio 2012/2013 (XAML, C#)

Client	:	Sonata (Jan 2013 – Apr 2013)

Client location	:	Bangalore, India
Project	:	Windows App
Role	:	Technical

Description:

Sonnet Retail was a windows 8 app built on top of AX 2012 and Azure web services. It was built as a technology demonstrator for Microsoft AX2012 Convergence held in April 2012 held in US. This involved advanced product recommendation for a User based on their body measurements captured via Kinect. The project required the whole Stack of AX to be deployed in the Cloud Environment.

Roles & Responsibilities:

* Was involved in Idea Conception.
* Involved in designing the architecture of the system.
* Worked parallel in all three fields, namely Kinect, AX 2012 and Windows 8 App.
* Was involved in Development and creation of Azure services for Push Notification Functionality and interface between AX, Windows 8 and Kinect.
* Developed the Service Integration part for Windows 8 app.

Environment/Technology:

* Microsoft Dynamics AX 2012
* Azure Portal

Client	:	Sonata (Aug 2012 – Dec 2012)
Client location	:	Bangalore, India
Project	:	Windows App
Role	:	Technical

Description:

Worked in a POC researching and implementing ways to connect Skype with AX so as to leverage Enterprise level Social Networking in AX2012.

Roles & Responsibilities:

* Solution/Design Conception.
* Determining technical feasibility.
* Implementation.

Environment/Technology:

* Microsoft Dynamics AX 2012
* Skype SDK
* Visual studio 2010

PROFESSIONAL QUALIFICATIONS/ CERTIFICATIONS

* Microsoft® Certified Professional
* Microsoft® Certified Technology Specialist: Microsoft Dynamics® AX 2012 Development Introduction
* Microsoft® Certified Technology Specialist: Microsoft Dynamics® AX 2012 Installation and Configuration
* Microsoft Specialist: Microsoft Dynamics AX 2012 R3 Retail Specialist

IT SKILLS

* ERP Functional Retail   : Microsoft Dynamics D365, AX 7, 2012 R3, 2012 R2
* ERP Technical Retail   : D365, AX 7, AX 2012 R3 (EPOS, MPOS, CRT, RS, HS, RP, etc)
* RDBMS Packages   : SQL server 2008 R2, SQL server 2012, SQL server 2014
* Operating Systems   : Windows (10, 8, 7, XP), Windows server (2008, 2012)
* Programming Languages   : C#, X++, Type script, HTML, CSS, Java script

PERSONAL DETAILS

Name   : AMIT KUMAR
Sex   : MALE
Date of Birth   : 08-04-1989
Hobbies   : Photography, Music, Travelling
Languages Known   : English