

Rishabh Kumar Sajwal

Dynamics 365 F&O Technical Consultant
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LINKEDIN

EDUCATION

UNIVERSITY OF DELHI
B.Sc. (HONS) COMPUTER SCIENCE

2018 - 2021
New Delhi

BANARAS HINDU UNIVERSITY
MASTERS IN COMPUTER APPLICATIONS

2021 - 2023
Varanasi, Uttar Pradesh

EXPERIENCE

CROWE CAPABILITY CENTRE | D365 ERP SENIOR TECHNICAL CONSULTANT Noida, Uttar Pradesh | Aug 2025 – Present

- **Core Product Development:** Transitioned into the core development team, taking full ownership of architecting and deploying complex extensions and high-level enhancements for the Crowe Metals Accelerator (CMA) product.
- **Engineering Leadership:** Serve as a direct reporting manager and career coach, overseeing the professional growth, task delegation, and successful integration of incoming technical hires.
- **Technology Upskilling:** Drive continuous innovation within the department by designing and leading advanced training sessions on emerging technologies, including the integration of AI agents for X++ development.
- **Mentorship & Team Building:** Act as a senior mentor for the newest batches of interns and junior engineers, elevating the team's overall technical proficiency and ensuring a high standard of code quality for complex deliverables.

CROWE CAPABILITY CENTRE | D365 ERP TECHNICAL CONSULTANT Noida, Uttar Pradesh | Aug 2023 – July 2025

- **SLA-Driven Client Support:** Anchored the CMA support team, successfully managing complex client tickets and engineering reliable, timely fixes that consistently met or exceeded rigorous Service Level Agreements (SLAs).
- **Advanced Reporting SME:** Established myself as the sole Subject Matter Expert (SME) for Electronic Reporting (ER) within the team, leading complex ER configurations, SSRS report development, and client setups from end to end.
- **AI & Innovation Pioneer:** Spearheaded AI adoption across the organization as the first engineer to explore, test, and utilize D365 F&O Copilot (sidecar) capabilities, alongside developing plugins for Copilot Studio.
- **Cross-Module Expertise:** Mastered and leveraged the standard functionalities of critical D365 modules to drive solutions, including Accounts Payable, Accounts Receivable, Production Control, Product Information Management, and Inventory Management.
- **Peer Coaching & Onboarding:** Acted as a dedicated technical coach for new hires and interns, facilitating their technical onboarding, guiding them through complex assignments, and conducting rigorous knowledge assessments to accelerate their time-to-productivity.

CROWE CAPABILITY CENTRE | CONSULTING INTERN Noida, Uttar Pradesh | Feb 2023 – July 2023

- **Technical Onboarding:** Rapidly acquired strong foundational expertise in X++ programming and D365 F&O functional frameworks through intensive, hands-on development training.
- **Release Lifecycle Management:** Played a crucial, hands-on role in the quarterly release activities for the CMA product, ensuring seamless synchronization and compliance with Microsofts official D365 F&O version updates.

- **Code Quality & Optimization:** Contributed directly to product health within the support team by proactively debugging code, engineering initial fixes, and resolving best practice warnings to maintain optimal system performance.

SKILLS

PROGRAMMING LANGUAGES	X++, SQL, JS, HTML, Java
LIBRARIES/FRAEMWORKS	Dynamics AX, SSRS, Electronic Reporting
TOOLS / PLATFORMS	Git, Visual Studio, SSMS, Azure DevOps, Power Platform, Copilot Studio
DATABASES	SQL