



Microsoft Dynamics 365 Senior CE Functional Lead

WHO is HSO ProServ?

HSO ProServ is the premier provider of Microsoft Dynamics 365 cloud solutions for professional services firms and other project-driven businesses for the past 20 years. We are an 11-time Microsoft Partner of the Year and a proud member of Microsoft's elite Inner Circle representing the top 1% of Microsoft Partners worldwide. Our family of vertical solutions extend the core functionality of Microsoft Dynamics 365 to provide an unparalleled offering in the marketplace for architecture, engineering, and construction firms, accounting firms, consulting firms, and law firms. Our industry solutions include: accounting360, legal360, aec360, and consulting360.

WHY should you join us?

- We are offering a full-time position as a **D365 Senior CE Functional Lead** with a competitive salary and benefit package.
- You will work for an Eleven-time Microsoft Partner of the Year award winner.
- We are on the forefront of new technologies and engage directly with the Microsoft engineering team.
- You will be working with a long tenured, highly experienced, collaborative, supportive, and a fun goal-oriented team.
- We are committed to our service industry vertical focus – you will not be in manufacturing one week, retail the next, then distribution. You can focus and grow your skills in a single industry.
- You will be part of one of the largest resource pools of any Microsoft D365 partner – bringing local expertise combined with global reach.
- We are 100% dedicated to Microsoft Dynamics 365 and the Power Platform; we have no other lines of business or competing priorities.
- You will be taking part in an exciting work environment with some of the best and most experienced Dynamics 365 Functional and Technical Consultants in the business.

WHAT do we need?

As a **D365 Senior CE Functional Lead**, you are responsible for identifying, developing, and deploying Microsoft Dynamics 365 CE/CRM (customer experience/customer relationship management) applications. Through your deep functional knowledge and consulting experience with the application, you ensure business requirements are adequately met and provide a range of advisory services around project management, business process development, implementation support and end-user training as required. You also contribute to project planning, implementation, and requirements gathering efforts across business application projects.

Key Role Responsibilities:

- Lead our clients in envisioning the possible business solution based on D365 CE
- Work with delivery teams and client stakeholders to translate business requirements into D65 CE/Sales business applications



- Own requirements management, including approval, communication, traceability, and re-use
- Work closely with the Technical Solution architect to align on functional and technical solutions
- Work with our clients to assess business value and track value realization across the projects and programs
- Ensure offshore resources are utilized and leveraged appropriately
- Identify business gaps related to D365 and HSO industry offerings, in collaboration with business and IT stakeholders, needed to the CRM system in order to meet evolving business requirements
- Educates end users on application functionality, as needed

Technical Skills and Knowledge:

- Experience consulting with external clients on complex projects, including in leadership roles (preferred experience with legal, architecture, engineering, construction, or professional services firms)
- Experience working with global teams on CRM technology implementations
- Experience working with offshore teams to facilitate project work
- Demonstrated excellence in communicating and presenting complex information to technical and non-technical stakeholders, both verbally and in written form
- Strong knowledge of CRM Systems and business solution implementations
- Demonstrable experience in Business Process Reengineering (BRP)
- Strong knowledge of CRM issue diagnosing and troubleshooting
- Preferred Microsoft D365 Certifications but not required
- You are excited about working with a global consulting leader to solve business-critical problems for our clients
- You are a great leader, self-starter, and creative thinker

Travel: 25% (Suspended Due to Covid-19)

Location: Anywhere in the US with good access to air transportation

Direct resume to: Mselimovic@hso.com

Website: www.hsoproserv.com/career