MOHAMAD VAJID MANGA

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IT Professional with **20+ years** of experience in a multinational and corporate environment at **Microsoft** providing comprehensive technical services and consultancy to enterprise customers across **Middle East & Africa, Asia Pacific, and North America.**

Consistently recognized as a top performer and critical talent, was selected to lead multiple global projects, exceeded expectations, and successfully delivered results on a global scale. Won multiple awards and received many recognitions for successful projects, initiatives, and execution, in addition to attaining an excellent reputation among peers, partners and stakeholders for teamwork and collaboration. Successfully led end-to-end process building, strong relationships with stakeholders and collaborating with cross functional teams, developed a deep understanding of the market, industry trends, effective techniques, and methodologies. Operated with a growth mindset, and a strong advocate for diversity & inclusion. I am also recognized for my ability to drive successful cloud migrations and leveraging Microsoft technologies to help Customers achieve their digital transformation goals.

Experienced in Analytical thinking, Account Management, Business Development, Change Management, Relationship Management, Cross-selling, Collaboration, Cross-cultural and Interpersonal communication, Customer Service, Empathetic communication, Internal & External technical trainings, Mentorship, Operational Excellence, Problem-solving, Process Improvement, Project Management, Presentation, Reporting, Scalable Solutions, Stakeholder Engagement, Support Management, Team Building, Vendor Management.

PROFESSIONAL EXPERIENCE:

The Coded Inc | Senior Technical Consultant - Dynamics 365 Business Applications & Power Platform [Oct 2023 - Present]
Microsoft UAE| Senior Technical Consultant - Dynamics 365 Business Applications & Power Platform [Sep 2020 - July 2023]
Microsoft UAE| Senior Escalation Engineer [September 2014 - September 2020]
Microsoft UAE| Senior Support Engineer [September 2004 - September 2014]
Microsoft UAE| Helpdesk Support Engineer [April 2002 - September 2004]

SKILLS & EXPERTISE:

Azure Cloud Architecture, Business Applications, Power Platform, Microsoft Entra, Infrastructure Design, Application Deployment, Cloud Security, Office 365, AL Extensions, Cloud migrations, Code design and testing, IT consultancy, Identity and Access management, Certificate Management, Virtualization, Windows platforms (Clients/Servers), Bash, PowerShell Scripting, Databases, API, Messaging, Networking, SharePoint, CDS, Docker containers, Visual Studio Code, User Training, Technical documentations, Mobile platforms, Linux (OSS), Apache, NGINX, Authentik, Kubernetes.

CERTIFICATIONS:

• Certified in Azure AI Fundamentals
• Certified in Implementing Microsoft Azure Infrastructure Solutions
• Installation and Configuration of Microsoft Dynamics 365 Business Central

AWARDS & RECOGNITION:

• Gold Star award at Microsoft for high performance.
• MEA HST of the Quarter Award (Q3'03) for technical excellence and commitment.
• Customer Hero awards for excellence in Customer satisfaction.

EDUCATION:

Bachelor of Science in Computer Information Systems
ECMIT, Dubai – UAE | Champlain College, Vermont - USA

ROLES & RESPONSIBILITIES:

Senior Technical Consultant – Dynamics 365 Business Applications & Power Platform (Remote)
October 2023 – Present

• Providing technical advisory services as a sponsored consultant for customers implementing Dynamic 365 Business Central and Power Apps. Responsibilities include customer pre-sales technical discussions, business requirements mapping, technical architecture design, data migration, cloud migration, user documentation and training.

Senior Technical Consultant – Dynamics 365 Business Applications, Power Platform
September 2020 – July 2023

• **Technical Expertise**: Possess a deep understanding of Microsoft product stack and services including their technical aspects, functionality, use-case scenarios, and deployment configurations. Utilizing this knowledge in consultative cross-selling and up-selling, cloud migration dialogues and planning, diagnosing complex customer issues, providing technical guidance during all phases of an implementation, go-live, and post-live delivery cycles.
• **Designed and assisted** in Partner-led implementations of highly secure, scalable cloud infrastructure Business applications solutions on Azure and on-premises for enterprise clients, optimizing performance and cost efficiency.
• **Led Partner technical teams** in the development, deployment, and management of cloud-based applications.
• **Building customer relationships** to understand business objectives and requirements, helping optimize cloud subscription usage, drive adoption and consumption while aligning Microsoft products and services delivery to business goals.
• **Stakeholder Coordination**: Collaborate with cross-functional teams, such as product development, engineering, licensing, CSP, and customer success, to ensure the swift resolution of product issues during implementation and post-implementation phases. Act as a liaison between the customer and internal teams, facilitating effective communication and coordination.
• **Provided expert technical guidance** and support to both internal and external clients, ensuring successful cloud adoption and addressing complex technical challenges.
• Played a key role in developing and delivering cloud architecture training programs, fostering knowledge transfer, and building internal cloud expertise for internal delivery partners.
• Spearheaded the migration of multiple on-premises Business applications to the cloud, resulting in significant improvements in performance, scalability, and cost savings.
• **Product Enhancement**: Played a pivotal role in integration of co-pilot functionality in conversational support tools to enhance customer service delivery using both Live Chat and Service Support tools.
• **Root Cause Analysis**: Conduct thorough investigations into customer issues, identifying underlying causes and contributing factors. Work with relevant product teams to implement preventive measures and long-term solutions to avoid similar escalations.
• **Crisis Management**: Act as the point person during high-pressure situations or critical incidents, coordinating efforts to mitigate the impact on customers and restore normal operations as quickly as possible. Maintain composure and provide clear direction to the team during stressful periods.
• **Continuous Improvement**: Identify areas for process improvement and propose strategies to enhance the efficiency and effectiveness during implementations and go-live. Collaborate with relevant stakeholders to implement these improvements and optimize the overall workflow.

Senior Support Engineer | Senior Escalation Engineer, Dynamics 365 (ERP) - Business Central and Dynamics NAV
September 2004 – September 2020

• Providing technical and advisory support services for Dynamics 365 Business Central application for Microsoft premier customers and partners across EMEA, Asia Pacific and North America.
• Delivering high-quality customer and partner experience through timely and effective resolution of customer issues.
• Worked closely with Product development team to report bugs and triage possible solutions.
• Assisted with solutions for tier-2 and tier-3 product bugs reported by Customers, Partners, and support engineers.
• Management of support cases for both delivery and non-delivery partners (vendor management), providing mentorship and imparting technical knowledge for customer solutions.
• Leveraging ISV partner solutions from partner ecosystems for customers' business requirements.
• Delivered training across different applications and technical pods for various SME topics such as Docker deployments, Extensions, Power Platform workflows, REST API, Certificate deployments and Authentication in AAD.