



Joyce Joseph

Highly motivated and energetic individual with sound analytical, interpersonal, communication and presentation skills. Proven senior financial implementation consultant and client relationship manager who has demonstrated the ability to create, develop and manage relationships with all levels of the customer's organization including C level executives. PricewaterhouseCoopers CA with extensive knowledge of business processes gained from over 20 years' experience in a variety of industries.

Finance lead for over 16 companies in various of phases of their implementation including: planning, facilitating and executing the implementation of Microsoft Dynamics Axapta AX 2012/AX2009/AX 4.0 Financial ERP systems. Critical implementation tasks involved: Analyzing client requirements, training clients, configuring the system, researching/resolving data integrity issues and data migration.

Objective

Independent consultant working directly with clients as the Finance implementation lead as well as using my experience to accomplish the following:

- Participate in every aspect of the solution implementation from analyzing the customer's business requirements to configuring and testing the Microsoft AX Dynamics modules to meet the customer's needs.
- Educate, mentor and manage adoption of new processes and technologies in order that the super users have a solid knowledge transfer.
- Research, monitor and resolve issues on a timely basis.
- Update Project Manager on any risks; supplying suggestions on how to resolve; to ensure the delivery of the project on time and on budget and provide inputs to the project plan.
- Ambassador of change who infuses positive energy into the project team and celebrate all milestones and benefits of moving to a new system.

Underlying Philosophy

By role is to coach the implementation team to a successful Go Live – follow me I know the way. When you start a new implementation the one thing you feel the most is fear. Fear of what is AX? Will they understand it? Will this mandate from upper management be good or bad for me? What is an implementation and how do I proceed. Knowing this; I first approach my team with a discovery session to identify the pain points and show them how AX resolves them. I do a 2-hour high level mini demo and ask my team to “hit the easy button” when I resolve something that is currently a pain point. In short, the first order of business is to sell my team on AX. Then I provide a list of the implementation phase and what is involved and we agree on time lines. From the first day, onwards my team takes ownership and provides input into the implementation.

The client's team are the experts on their business and the consultant is the expert on the AX software but one of the consultant's primary goals are to make them experts on AX and make it as painless as possible. The finance team determines what area are important to track in the business; I share best practices and options for a solution.

As a consultant; I manage expectations, scope creep, progress on timelines; dependencies.

Experience

Implementation Consulting

Application Consulting

- Excellent understanding of common industry standard business practices as related to Accounting (Accounts Receivable, Accounts Payable, General Ledger, Cash and Bank Management with Advanced Bank Reconciliation and Invoicing), Project Accounting, Sales Force Management (Opportunity, Proposal, Sales Orders, Forecasting, Territory Management and Quotas), Inventory Management (Purchasing and Fulfillment) as well as support (Cases Management and Territory Management) and SOX compliance documentation.
- Experience with advanced financials including integration to Inventory and Manufacturing, consolidations, multi-site, multi-company with multi-currency and currency revaluation.
- Planned facilitated and executed the implementation of Microsoft Dynamics Axapta Financial ERP systems. Critical implementation tasks included: Analyzed client requirements, trained clients, configured the system, researched/resolved data integrity issues, took the client "live", and developed workarounds to handle any current limitations of the software.
- For over 16 companies; planned, facilitated, and executed the implementation of Microsoft Dynamics Axapta AX2012/ AX2009/ AX4.0 Financial ERP systems. Critical implementation tasks included: Analyzed client requirements, trained clients, configured the system, data migration, and researched/resolved data integrity issues.
- Prepared documentation to support the implementation including project team training manuals, Solution Design documents, Functional Design Documents, White Papers, and Visio flow charts.
- Brought in to lead and support Valent Pharmaceutical's Accounting department because they were not happy with the VAR's consulting services and became an integral part of the team championing the needs of the end client.
- Implemented a 3-month program for Pepsi, in Germany, to integrate the Lipton subsidiary and had to come up with a solution to handle German accounting requirements.
- Conducted many hours of formal classroom training sessions focusing on ERP application software. Experience training in General Ledger, Accounts Receivable, Accounts Payable, Fixed Assets, Banking, integration to Inventory and Manufacturing modules in AX and general navigation in AX.
- Provided custom training courses that focused on specific needs using specific client information.
- Provided training to Microsoft Business Partners - enVista and Bredet Services delivered to their consultants on how to use and implement AX. Topics included the best way to migrate data and resolve issues that arise in the field.

Dynamics AX (Axapta) Implementation/Training Experience:

Client: AMEC Foster Wheeler (publicly traded Oil & Gas multinational)
Project responsibilities

- Dynamics AX Record to Report Finance lead

Client: ProtectCell (leading provider of cell phone insurance)

Project responsibilities

- Dynamics AX Finance Consultant

Client: Valent Pharmaceuticals (publicly traded multinational specialty)

Project responsibilities

- Dynamics AX Finance Consultant

Client: New Process Steel (leader in flat rolled steel distribution)

Project responsibilities

- Dynamics AX Finance Consultant

Client: Nygard (women's clothing manufacturing)

Project responsibilities

- Dynamics AX Finance Consultant

Client: Chobani (Greek yogurt manufacturer)

Project responsibilities

- Dynamics AX Finance Consultant

Client: Southern Fulfillment Services (consumer packaged goods)

Project responsibilities

- Dynamics AX Finance Consultant

Client: Vantage Endoscopy (medical device distributor)

Project responsibilities

- Dynamics AX Finance Consultant

Client: Protolabs (manufacturer of inject molding)

Project responsibilities

- Dynamics AX Finance Consultant

Client: Trivix International Inc. (manufacturer of medical instruments)

Project responsibilities

- Dynamics AX Finance Consultant

Client: W. Atlee Burpee & Co (seed company)

Project responsibilities

- Dynamics AX Finance Consultant

Client: ICM Inc. (Biofuel technology)

Project responsibilities

- Dynamics AX Finance Consultant

Client: Lush Ltd (Cosmetics manufacturer)

Project responsibilities

- Dynamics AX Finance Consultant

Client: Würth Canada Limited (Commercial & Industrial equipment supplier)

Project responsibilities

- Dynamics AX Finance Consultant

Client: Flight Center Travel Group Ltd (3rd largest travel agency in the world)

Project responsibilities

- Dynamics AX Finance Consultant

Client: Hammond Power Supplies (largest manufacturer of dry-type transformers)

Project responsibilities

- Dynamics AX Finance Consultant

Education & Skills

Education

- Chartered Accountant, 1988. Institute of Chartered Accountants of Ontario (CA, CPA)
- Bachelor of Commerce, 1986. University of Toronto

Certifications:

- Dynamics AX (Axapta) Finance 2012
- Sure Step Microsoft Certified Professional