

SYDNEY MUZOKA

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OBJECTIVE

As a seasoned Consultant with experience in implementing Power Platform and Azure based integrations across various international entities, I excel in streamlining complex processes and enhancing operational efficiency. With a robust background in logistics management and project leadership, particularly in digital transformation initiatives, I have consistently driven improvements in safety, operational KPIs, and cost reduction. Passionate about leveraging technology to solve business challenges, I am seeking to continue making impactful changes in a dynamic, forward-thinking company.

EMPLOYMENT HISTORY

HSO International, Amsterdam | September 2021 to Current

Role: Functional Consultant

Microsoft Dynamics 365 functional consultant working on multi-entity international implementation projects. Collecting customer requirements and running workshops. Identifying gaps and testing new extensions and developed features. Exposure to multiple Microsoft technologies including the Power Platform suite—Power Apps, and Power Automate—as well as Azure services like Azure Data Factory and Azure Logic Apps. Skilled in leveraging these technologies to enhance business processes, automate workflows, and provide real-time analytics. Experienced in integrating Dynamics 365 with Azure services to extend functionality and improve scalability. Delivering efficient solutions that meet complex business requirements and improve operational efficiency.

Select Project: Retailer Source to Pay process

Challenges: Maintaining third-party integrations for vendor collaboration was complex due to coordinating data across multiple systems. Ensuring data consistency between Dynamics 365 and external platforms like the InforNexus vendor portal required robust synchronization. Automating import/export documentation needed to comply with international trade regulations.

Contribution: I conducted comprehensive requirements gathering sessions and facilitated workshops with cross-functional teams to understand their needs and align on project objectives. Designed and implemented a vendor collaboration process integrated with the InforNexus vendor portal, enabling real-time communication and data exchange with vendors. To ensure data consistency, I employed data validation rules and synchronization schedules. I also designed a warehouse receiving integration that streamlined the process from vendor purchase orders to warehouse operations, automating import/export documentation to reduce manual effort and errors. Additionally, I managed updates for intercompany order chains, implementing processes for automatic propagation of order changes across relevant entities.

Results: The project enhanced operational efficiency, improved vendor relationships, and streamlined supply chain operations.

Select Project: PowerApp for crane drivers

Challenges: Managing real-time timesheet logging for over 250 crane drivers across multiple regions. Ensuring seamless integration with existing systems using Microsoft Dual-Write Integration. Handling data synchronization between Microsoft Dataverse and Dynamics 365 Finance and Operations required meticulous attention to detail. Providing a user-friendly interface that complied with industry security standards was also a critical component.

Contribution: I designed and developed a scalable Timesheet PowerApp specifically tailored for crane drivers. Leveraging Microsoft Power Platform components like Power Apps and Power Automate

facilitated real-time data entry and workflow automation. Integration of Azure Services such as Azure Logic Apps allowed for handling complex 3rd party integrations. Implementing Microsoft Dual-Write technology enabled bidirectional data flow between Dataverse and Dynamics 365. Enhanced security measures were put in place using Azure Active Directory for authentication and role-based access control.

Results: The project achieved above 95% reduction in manual timesheet processing errors. Improved data availability allowed for real-time decision-making and expedited payroll processing. Driver satisfaction was enhanced through an intuitive and efficient application interface. Operations were streamlined, saving approximately 1,200 administrative hours annually.

Select Project: PowerApp for retail store replenishment

Challenges: Synchronizing stock levels across multiple retail locations in real-time was a complex challenge. Integrating disparate systems—including Azure Data Factory, Dataverse, and Dynamics 365—required careful planning and execution. Automating the replenishment process aimed to reduce stockouts and overstock situations. Ensuring data accuracy and integrity during migration and synchronization was critical for the system's reliability.

Contribution: I designed improvements for a Stock Replenishment PowerApp to automate inventory management processes. Utilizing Azure Data Factory for ETL processes facilitated seamless data movement between on-premises systems and the cloud. Azure Logic Apps were employed to automate workflows and integrate with Dynamics 365 for Operations. Created substantial documentation on complete process to enable handover to managed support..

Results: Project implemented on schedule.

Select Project: PowerPages for case resolution

Challenges: Creating a versatile web portal to address various case management needs in presales scenarios. Ensuring compatibility with company website design/ui presented additional challenges. Demonstrating rapid development capabilities to potential clients required efficient use of the Microsoft Power Platform.

Contribution: I developed customized Power Pages portals for different case management use cases. Integration of Azure Cognitive Services provided enhanced features like language translation and sentiment analysis. The ability to quickly adapt solutions using the Microsoft Power Platform was showcased effectively.

Results: Compelling demos were successfully delivered, leading to new business acquisitions. The flexibility and scalability of Power Pages in real-world applications were highlighted. The presales toolkit was enhanced with reusable components for future client engagements.

Air Liquide, Johannesburg | Dec 2018 to Aug 2021| (2yrs 8 months)

Role: Bulk Logistics Manager, 1yr 8 months

Managing a team of dispatchers directly and monitoring transport service providers. Managing road safety within the department to ensure zero fatalities. Managing digital change implemented by the group on a 5 year roadmap. Continuously monitoring operational KPIs and responding to maintain above target operations. Actively participating in supply chain network strategy sessions by providing operational analysis from the database. Advising the sales team on pricing strategy based on customer profile and current operational costs.

Select Project: Operations Analysis

Challenges: High Medical Oxygen demand due to COVID-19, Operational data accuracy, extraction and aggregation, Improving operational efficiency

Contribution: Top down analysis of the distribution network from source to end customer,

analysing KPIs weekly and closing the loop with the service provider to ensure efficient and reliable operations

Results: identifying efficiencies of approx 184 000 EUR per year (2021) from fleet reduction and strategic sourcing partnerships, saving an average 25 000 EUR from efficient operational activities like customer grouping, optimal route usage.

Role: IBO Project Manager, 11 months

Leading a multidisciplinary team to plan, budget and implement digital efficiency projects for bulk liquid gas delivery operations. Improving the calibration of telemetry devices to ensure correct forecasts. Managing the implementation of an interface between Microsoft Dynamics Navision and inhouse transport tools.

Select Project: Planning Tool Implementation - closed.

Challenges: Master data collection during lockdown, active cycle inefficiencies, interface with Microsoft Dynamics NAV.

Contribution: Authored the Project Charter, qualified for CAPEX of 250 000 EUR, collection and validation of relevant data for implementation using SQL and google sheets, first line support for application queries, mapping the interface features with integrators, digitising current vessel manuals for ease of data access, process redesign and quantifying efficiencies, providing consistent updates to management.

Results: Project implemented on schedule despite delays from the Covid pandemic.

EDUCATION

MSc (Eng) Industrial Engineering | University of Stellenbosch | ongoing

Part-time masters by coursework with specialization in Data Science.

BSc (Eng) Chemical Engineering | University of the Witwatersrand | 2017

Developed a soft-sensor to monitor fermentation in brewing where I applied feed-forward neural networks in Matlab comparing Bayesian Regularisation and Levenberg-Marquadt learning algorithms in a back-propagation layout to predict the concentration of brewing sugars one time step ahead.

Achievements:

- Student council president for the School of Chemical and Metallurgical Engineering in 2015.
- Golden Key Honour Society, Dean's List of Distinguished Academic Performance 2012.

Certificate in Specialised Project Management | University of the Witwatersrand | 2017

AGILE methodology (Scrum), EVM, PERT, Resource Loading, Project Evaluation

PERSONAL PROJECTS & PORTFOLIO - smuzoka.dev - (in progress)

Digital Bedrock Part I: Let there be light

- Deploying Proxmox servers on small form factor PCs for virtualisation.
- Used Terraform to deploy/manage host VMs on Proxmox

KEY SKILLS & INTERESTS

Certifications: Dynamics 365 Supply Chain Management Functional Consultant Associate
Azure Fundamentals

Software: Python, SQL
Microsoft Power Platform, Power Automate, Power Pages, Power Virtual Agents
Terraform, Ansible, Docker, Javascript

Interests: Self-hosting, Home Brewing, Process Improvement