

Francesco Ripari

ERP Senior Consultant / Stream Leader / Subject Matter Expert

MS Dynamics 365 F&O (SCM/WHS/TMS/T&L/Logistics)



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PROFILE HIGHLIGHTS

- **11+ years in IT consultancy** and Microsoft ERP implementation Projects internationally (IT, UK, DE).
- Focus on **ERP Projects on Microsoft technologies (AX 2012 R2/R3, D365 F&O, D365 SCM)**.
- 12 ERP AX/D365 projects, full cycle implementations as **Stream Leader functional consultant** on **Supply Chain Management** and **Logistics (WMS/WHS/TMS)** including **global rollouts**.
- Experience with **complex integrations** between the ERP and other internal/external systems – including coordinating requirements and implementation with **external vendors**
- Proven expertise in gathering **requirements**, system release governance and **maintenance**, version upgrade process, solving **performance** issues, user support and training.
- Main certifications: Microsoft D365 MB-300 and MB6-896 • IIBA® certification in Business analysis.
- **Industries:** Food & Beverages • Wholesale and Retail • Electrical components • Logistic and Transport • Healthcare & Pharma • Fashion • Industrial farming • Manufacturing • Banking • Automotive & car parts.

WORK EXPERIENCE

Date	Company	Country	Role
2021 – Now (4 y)	 Contracting Partner with:  	Switzerland (Chiasso) • Italy (Milan, Novara, Firenze) • Romania • Germany	<u>ERP Logistics Stream leader / Senior functional consultant D365 SCM</u> <ul style="list-style-type: none">• Solutioning logistic business processes on different D365 F&O/SCM with AI and Copilot Projects for end customers, managing consultants and developers towards implementation, Go-Live and hyper-care.• Stream Leader on a global Major Automotive Company in Germany <i>*confidential*</i> (D365 Project with WMS/WHS with global rollouts over multiple Countries, 10M€/y project)• Redesigned and implemented the E2E solution for logistics processes on a leading food manufacturing Company (500+ M€ revenues), transitioning

		<ul style="list-style-type: none"> UK 	<p>from AX2012 WMSII module to D365 F&O Warehouse management module, redesigning of interfaces with external systems (info here).</p> <ul style="list-style-type: none"> Designed and implemented the E2E solution for D365 SCM logistics and Warehousing (WHS) processes for a leading retailer of electrical components (600+M€ revenues) including 2 distribution hubs and 100+ retail stores and interfaces, including D365 mobile devices (info here). <p><u>MS Dynamics 365 F&O Academy Lecturer</u></p> <ul style="list-style-type: none"> Trained and lectured various classes of junior and senior consultants on D365 standard functionalities with focus on Sales, Procurement, Production, Data management, Warehousing.
2020 – 2021 (1 y)	 Cluster Reply	Italy (Milan) <ul style="list-style-type: none"> UK (London) 	<p><u>ERP Logistics Stream leader / Senior functional consultant D365 F&O</u></p> <ul style="list-style-type: none"> Organized and conducted the Diagnostic phase of MS D365 F&O international projects for global leaders of logistics services, involving large groups of key stakeholders from different countries/subsidiaries. Rationalised AS-IS application landscape and envision the TO-BE scenario with D365 and related integrations with other systems. Analysed business processes and requirements and provided a Fit/Gap analysis related to standard D365 capabilities. Pre-sales project proposals with estimated effort and project plans, integration strategy based on Azure services, multi-wave go-live approach and roll-out for several countries. Implemented greenfield D365 Projects integrating with other systems, as a leader of specific project streams with responsibility on other resources and on managing/meeting the client expectations (info here).
2020 – 2020 (6 m)	 Business Integration Partners	Italy (Milan)	<p><u>Enterprise Architect, Senior IT Consultant</u></p> <ul style="list-style-type: none"> I worked as an IT consultant in the Enterprise Architecture practice, supporting clients in their Digital transformation initiatives related to new Cloud-based tools, reshaping their Application landscape. Assessments of application landscapes (Blueprints), Software selections and Benchmarking applying specific set of consolidated methodologies to drive and facilitate business decision making.
2017 – 2020 (3 y)	 Cluster Reply	Italy (Milan) <ul style="list-style-type: none"> Germany (Dusseldorf) UK (London) 	<p><u>ERP Functional consultant Dynamics 365 F&O</u></p> <ul style="list-style-type: none"> Functional consultant on international ERP implementation projects (Dynamics AX/D365), focusing on sales, purchase and logistics domains (WMS, WMSII). Leading consultant for and end customers in Germany for which I organized and participated to improvements initiatives and support activities with responsibility on managing a group of junior consultants (info here). Collecting business requirement, defining scope and effort, designing standard and custom solutions, tutoring and managing junior resources. <p>Certifications:</p> <ul style="list-style-type: none"> IIBA certification ID: 13905533 - Entry Certificate in Business Analysis™. Microsoft certification ID: 16936130 – “MB6-896 - Distribution and Trade in D365 for Finance & Operations”.
2015 – 2016 (6 m)		Italy (Milan)	<p><u>Business analyst</u></p> <p>I worked on international MS Dynamics ERP projects involving major companies of the CPG industry.</p> <ul style="list-style-type: none"> Process performance analyses through ad-hoc data extractions (SQL). Business analysis for logistic processes in AX (WMS).

			<ul style="list-style-type: none">• Identified and presented feasible efficiency improvement opportunities.• Designed, documented, and tested new software-release developments.
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ERP MS DYNAMICS PROJECTS PORTFOLIO:

Date	2024 – 2025 (1.5y)
Project	(Confidential)* Automotive & car parts (D365)
Country	Germany
Role	Stream leader SCM / Senior Consultant D365 SCM (WHS/TMS)
<p>Leading, architecting, designing and implementing the whole solution for Warehouse operations with mobile devices, overseeing the full lifecycle from analysis through design, implementation, and hybrid go-live at Customer warehouses.</p> <ul style="list-style-type: none"> Near-real-time integration with Vertical Lift Machines (VLMs) for efficient picking binning directly at machine locations. Tailored solution for automated shipment consolidation, significantly reducing shipment volumes and packaging material usage. Co-developed with Microsoft enhanced features to extend D365's native cross-docking management capabilities. Main areas: <ul style="list-style-type: none"> Picking and packing operations Document routing for ZPL label and A4 report printing Cross-docking workflows Inventory replenishment strategies Transportation management, including shipment planning, consolidation, and outbound load structuring Main Integrations <ul style="list-style-type: none"> Seamless integration of D365 with automated warehouse control systems Connectivity with third-party transportation carriers Compliance integration with government platforms for road transport declarations 	

Date	2022 – 2024 (2y)
Project	(Confidential)* Electrical components distribution wholesale and retail (D365)
Country	Italy
Role	Stream Leader SCM / Senior Consultant D365 F&O (WHS/TMS)
<ul style="list-style-type: none"> Joined an active implementation where Dynamics 365 F&O was deployed for limited processes alongside a legacy ERP and rapidly became the primary technical and functional contact for the team, driving extension of the platform to satisfy end-to-end logistics requirements and design WHS processes in D365 using mobile devices. Designed and delivered a logistics solution for distribution from regional hubs to retail outlets and for in-store logistics operations, including inbound/outbound flows, put-away, picking, and stock visibility, ensuring integration with existing master data and warehouse execution logic. Led the rollout strategy and scaling of the core retail model to 100+ stores; implemented an automated inventory migration and provisioning process for store rollouts that reduced weekend manual effort from ~7 days to ~2 hours for batches of 10 stores, enabling predictable, repeatable deployments. 	




Date	2021 – 2024 (3y+)
Project	(Confidential)* Food manufacturing & distribution (D365)
Country	Italy
Role	Stream leader SCM / Senior Consultant (Dynamics 365 F&O (WHS/TMS))
<ul style="list-style-type: none"> Led the end-to-end redesign and migration of a logistics solution from WMSII on AX2012 to Dynamics 365 F&O Warehouse Management (WHS), authoring the Business Blueprint, validating functional and technical requirements with stakeholders, and driving the project through design, testing, and Go-Live. Managed conversion of thousands of items and millions of historical transactions to enable WHS operations, performing extensive performance validation, cutover risk assessment, and orchestration of the migration execution during the cutover window to ensure transactional integrity and minimal business disruption. Re-engineered multiple custom WMSII features to align with WHS paradigms, replacing legacy extensions with native WHS constructs such as advanced work templates, location directives, work creation and releasing rules, license plate handling, wave templates, and mobile device menu flows to preserve business logic and improve maintainability. 	

- Implemented and stabilized complex **integrations**: 15+ interfaces with a legacy WMS, inbound/outbound flows to a transport optimization engine, and real-time messaging to downstream systems using Azure Service Bus and REST endpoints; introduced outbound batch batching, retry logic, and schema validation to ensure resilience and traceability.
- Executed advanced technical configurations and optimizations including custom work execution strategies, prioritized reservation hierarchies, containerization and license plate reservation policies, RF menu customization, WMS barcode formats, and BOM-driven pick strategies; tuned background batch jobs, SQL partitioning and indexing, and optimized data entity packages for efficient data migration and daily operations.

Date	2020 - 2021
Project	(Confidential)* Healthcare and pharma logistics (D365)
Country	UK
Role	ERP Logistics Stream leader / Senior Consultant D365 F&O
<ul style="list-style-type: none"> • Implementation of D365 for the Healthcare and Pharma division of one of the main global logistics providers, involved in warehousing and transportation of temperature controlled medicinal products. • Involved from initial diagnostic phase, part of the team that conducted first meetings with the customer to understand business processes and requirements, rationalised context, assumptions, business models to create common understanding and laying the foundation of the project. • Implemented the solution for warehouse operations using warehouse management (WMS) module – using D365 in “WMS-only” mode before this concept was even introduced by Microsoft. • After Go-Live, conducted diagnostic phase for other companies of the same Group, working closely with Cluster Reply Head of practice and engagement manager to deliver a D365 Project proposal. 	

Date	2017 - 2020
Project	(Confidential)* Fashion wholesale and and distribution (D365)
Country	Italy – Germany - UK
Role	ERP Trade & Logistics Consultant
<ul style="list-style-type: none"> • Started in April 2017 as my first project, I was eager to learn a prove myself. Since the very first task I was able to bring valuable contribution to the project and to the customer. In just a few months I became a key part of what was the most important project since the beginning of Cluster Reply's Dynamics ERP practice and replaced the former lead consultant to take is role de-facto. • Customer was a global dealer of fashion merchandise with operations spanning EU, UK, US, and Asia, selling to large retailers. • Often at customer site (3 days/week on average) near Dusseldorf, I worked in close contact with key business stakeholders and the PM to design the solution for inbound and outbound logistics including interfaces with shipping carriers. • After successfully going live with the German company, I worked on implementing the core model on other companies of the group based in UK and Italy with the required adaptation to the local requirements. 	

EDUCATION

Date	University	Country	Courses
2013 - 2016		Italy (Milan)	<u>MSc Management engineering - Manufacturing and management at Politecnico di Milano</u> Exams average mark: 28.4/30 Thesis: "Accenture's News Page service: contextualization in the consumer-packaged goods industry and analysis of two real application cases" Thesis mark: 4/4 Final mark: 108/110
2014 – 2015		Netherlands (Eindhoven)	<u>MSc Operations management and logistics at Technische Universiteit Eindhoven (Exchange semester)</u> 28 ECTS (6 exams with team assignments) attended. I earned a reference letter from the professor for the results achieved in the toughest course of the MSc track. Exams average mark: 8/10
2010 - 2013		Italy (Milan)	<u>BSc Industrial engineering at Politecnico di Milano</u> Exams average mark: 27.3/30 Final mark: 106/110

SKILLS & PERSONAL TRAITS

<i>Personal skills</i>	Analytical mindset, ambition, hard-working attitude, team-working
<i>Language skills</i>	Italian: Native, English: Fluent - IELTS: band score 8 certified
<i>Computer skills</i>	Dynamics AX/365, Programming (VBA, R), SQL, Excel, Power Point, Word
<i>Personal Traits</i>	I am a sportive person as I have been playing basketball from when I was a kid until I was 20yers old. Currently enjoying practising running and yoga on my free time. I have a healthy lifestyle, turned vegan (with some small exceptions) a couple of years ago to embrace a more sustainable way of living.

I authorize the use of my personal data in compliance with the Italian Legislative Decree no. 196 dated 30/06/2003.