

SARVESHWARA JAYARAMAN

Senior D365 F&O QA Lead | Product & Quality Engineering | Test Automation

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PROFESSIONAL SUMMARY

Microsoft Certified D365 Finance & Operations professional with 13+ years of experience across Dynamics AX 2009, AX 2012 and D365 F&O, spanning QA leadership, product ownership, functional consulting and release governance for US and UK clients. Specialist in D365 SCM and Finance, end-to-end test strategy, regression automation with RSAT, Tricentis Tosca, Playwright and the AI-driven no-code tool Virtuoso, and ERP continuous improvement. Recent focus on building QA maturity assessment and AI-driven automation intelligence platforms that accelerate enterprise test modernization. Proven track record of leading QA teams, automating 125 D365 test cases across 14 business processes for a leading UK retailer, and delivering PQU and release-wave upgrades on time and with high quality.

CORE COMPETENCIES

- **ERP & Functional:** D365 F&O (SCM, Finance, Production, Project Management), Dynamics AX 2009 / 2012, D365 CE, Dual-write, DIXF / Data Management Framework
- **Quality Engineering:** Test Strategy, Test Planning, STLC, SDLC, Defect Lifecycle, Functional, Regression, Smoke, Sanity, SIT, UAT, E2E Business Process Testing, Black-box Testing
- **Test Automation:** RSAT, Tricentis Tosca, Playwright, Opkey, Leapwork, Virtuoso, Task Recorder, LCS Business Process Modeler (BPM)
- **Tools & ALM:** Azure DevOps (Test Plans, Boards), JIRA, Xray, Power BI, Microsoft Visio
- **Release & Governance:** Release Management, PQU / Version Upgrades (10.0.38 - 10.0.45), Evergreen Release Impact Analysis, Hotfix & Package Deployment, QA Governance, Traceability
- **AI in Testing:** Generative AI Test Case Generation, Agentic AI Validation, Human-in-the-Loop Review, AI-assisted Automation
- **Business & Leadership:** Requirements Gathering, Fit-Gap Analysis, FRD / FDD Authoring, Business Process Mapping, Stakeholder Management, Team Leadership & Mentoring, Training & Capability Building, Estimation

PROFESSIONAL EXPERIENCE

Senior Test Lead / Consultant

Testhouse India Pvt Ltd

Aug 2023 - Present

Chennai, India

UK-headquartered quality engineering firm (est. 2000) delivering testing and Total Quality Management services worldwide.

Product & Platform Leadership

- Led the design and implementation of a D365 F&O QA Maturity Assessment platform covering maturity scoring, domain-based assessment, risk identification, recommendations and executive reporting, enabling data-driven QA transformation for enterprise clients.
- Designed and built the RSAT agent for an AI-powered D365 F&O Automation Intelligence Platform, enabling RSAT-to-Playwright and RSAT-to-Tosca automation generation, business-process understanding, parameterized test creation and SME-driven validation to accelerate enterprise automation modernization.
- Partnered with stakeholders and product managers to define functional requirements and translate business needs into D365 F&O solutions for a manufacturing-industry IP product, acting as functional SME and product advocate.
- Defined the test strategy and product quality roadmap to prevent regressions across releases, and established QA governance using Azure DevOps Test Plans and traceability models.
- Authored Testhouse's Evergreen Impact Analysis Guide and companion Excel assessment template, a standardized method for mapping D365 Finance release features to business processes and regression test cases with a QA recommendation per feature; applied to releases 10.0.45, 10.0.47 and May 2026.
- Designed and structured a D365 F&O Functional SME Training Academy combining business-process-driven learning, functional test coverage, RSAT and project artefacts, real-world Testhouse delivery experience, hands-on labs, assessments and AI-assisted QA practices to develop mid-level QA engineers into Functional SMEs.

Client Delivery

- Led D365 F&O regression and QA governance for a UK Facilities Management project, coordinating 383 test cases (363 automated, 95% automation coverage), implementing JIRA/Xray dashboards and supporting Playwright-JIRA integration to improve real-time quality visibility, execution efficiency and stakeholder reporting.

- Owned a regression cycle that grew from two to five days after a Production-to-UAT refresh: still completed all 383 planned tests, recovered about 125 workflow-blocked scenarios through coordinated manual execution, resolved 8 critical defects, and recommended environment readiness sign-off, go/no-go reviews and post-refresh checklists. Recognised with the Responsibility Rockstar Award (June 2026).
- Delivered D365 F&SCM test automation with Tricentis Tosca for a leading UK retailer: automated 125 test cases across 14 in-scope business processes (12 fully completed), built a 168-case master manual regression suite, and led testing for the 10.0.45 Evergreen update and two proactive quality updates, with all defects triaged and retested.
- Built the regression suite for a US Microsoft partner's D365 F&O high-tech manufacturing solution using Virtuoso, an AI-driven no-code tool learned from scratch; set up Azure Test Plans and dashboards, introduced a smoke testing plan for O2C, P2P, Plan-to-Produce and R2R, and led release testing on 10.0.39.
- Designed end-to-end automated journeys for Order-to-Cash, Procure-to-Pay, Plan-to-Produce and Record-to-Report.
- Executed regression and smoke suites (automated and manual) across release waves 10.0.38 to 10.0.44 in UAT, and managed release validation for PQU version upgrades.
- Served as Business Analyst and functional consultant for a UK construction firm using D365 CE for complex tender bidding; validated Dual-write and DIXF data flows, mapped end-to-end processes in Visio and built Power BI reports.
- Led an Opkey automation PoC for the same client's tender bidding process: designed a 60-step end-to-end scenario with multi-level approval gateways and 13 validation points, built 10 reusable functions, and cut run time from 40 to 19 minutes (52.5% effort saving).
- Supported CE-F&O business process integration initiatives and led cross-functional collaboration across engineering, automation and business teams.
- Tested a Generative AI application that creates manual test cases from user stories and FDDs; designed an SME-based scoring mechanism to validate outputs for reuse in regression automation scripting.
- Acted as SME for Human-in-the-Loop evaluation of Agentic AI outputs with business teams.
- Authored business user guides and adoption materials, and provided estimations for D365 proposals.
- Published article: "Best Practices to Adopt for D365 F&O Automation Testing" on the Testhouse blog (April 2026).
- Recipient of the Responsibility Rockstar Award (June 2026) and the Customer Champion Award, and twice part of the Team of the Month winners (most recently September 2025), with positive testimonials from US and UK clients.

QA Engineering Lead

Dec 2019 - Jul 2023

Duluth Software Services Pvt Ltd (Global Delivery Centre for Strategic Industry Solutions Software, LLC) *Chennai, India*

- Led test planning and strategy for complex D365 business applications, partnering with business and engineering teams to prevent regressions and ensure solution reliability.
- Defined quality metrics to measure test effectiveness, testing efficiency and overall product quality; built test plans and suites executed through RSAT automation and manual testing.
- Acted as SME for a customized Project Management module built for the construction industry, contributing to architecture, solution design and user stories across Finance, Project Management and Payroll.
- Owned release management across multiple clients: release schedules, release notes, UAT coordination, and on-time delivery of hotfixes and packages with clear risk communication.
- Managed and optimized all QA environments, and created manual test plans in Azure DevOps.
- Identified change-related risks early with product engineering and recommended alternatives to minimize impact and enable smooth change adoption.

Functional Consultant - D365 F&O

Aug 2018 - Dec 2019

Anantara Solutions Pvt Ltd

Chennai, India

- Gathered and documented requirements for US clients using department-wise questionnaires to map current business processes across implementation phases.
- Authored FRDs, FDDs and Integration Design Documents for approved fit-gap items, and conducted functional design walkthroughs and demos for development teams and clients.
- Performed data migration using DIXF and maintained configurations; created user guides for completed enhancements.
- Built test cases with Task Recorder, organized them in LCS BPM libraries, and synchronized test plans with Azure DevOps.

Test Lead

May 2016 - Aug 2018

Rotork Controls - In-House Dynamics AX 2012 Implementation

Chennai, India

- Led testing across Inventory, Quotation Management, Production, Sales Ledger, Master Planning, Project and CRM modules for a FTSE 250 global actuator manufacturer.

- Prepared test plans and test cases for new epics, stories and enhancements; supported localization and regression testing with the implementation team.
- Developed and executed automated test scripts using RSAT, reducing testing time and improving quality.
- Supported release management, executed post-deployment sanity testing, and resolved user support tickets during the ELS period.
- Led daily stand-ups with onsite developers and third-party vendors; delivered daily test reports and user demos of RMA, Item Management and Sales Order processes.

Test Engineer

Apr 2013 - May 2016

Redgrape Business Services (Global Delivery Centre for Direct Wines)

Chennai, India

- Led a team of testers for Dynamics AX and web projects; gathered requirements and mapped them to standard AX functionality.
- Prepared test estimates, scope and plans for AX customizations, and facilitated UAT demos for business users.
- Solely managed testing of the GV (Grape Vine) call-center application and supported release management.
- Executed UI, functional, regression, system and end-to-end testing; logged and tracked defects in JIRA and published test summary reports.

CERTIFICATIONS

- Microsoft Certified: Dynamics 365 Finance and Operations Apps Solution Architect Expert (MB-700), 2024
- Microsoft Certified: Dynamics 365 Supply Chain Management Functional Consultant Associate (MB-330), 2024
- Microsoft Certified: Dynamics 365 Finance Functional Consultant Associate (MB-310), 2025
- Microsoft Specialist: Dynamics AX Distribution and Trade; Microsoft Certified Professional (2017)
- ISTQB Certified Tester
- AI for QA Professionals - Testhouse (2026): LLM-assisted test design, AI-supported automation, intelligent defect tracking
- Thumba Certified - Foundation (2026): AI-led shift-left QA, user story gap analysis and test case generation
- Virtuoso Certified Associate for D365; Virtuoso Certified Associate Level I and Level II
- Certified Root Cause Analyst - MSME Technology Development Centre, Chennai (Government of India), 2025

EDUCATION

Master of Science in Computing - University of Wales, London, UK

2010

Bachelor of Technology in Information Technology - Anna University, Chennai, India

2005

SKILLS

- Microsoft Dynamics 365 Finance & Operations
- Dynamics AX 2009 / AX 2012
- D365 Supply Chain Management & Finance
- D365 CE / Dual-write
- DIXF / Data Management
- RSAT
- Tricentis Tosca
- Playwright
- Opkey / Leapwork / Virtuoso
- Azure DevOps Test Plans
- JIRA & Xray
- LCS BPM / Task Recorder
- Power BI / Visio
- Test Strategy & Planning
- Regression & E2E Testing
- UAT & PQU Testing
- Release Management & Evergreen Impact Analysis
- AI-assisted QA / GenAI Testing
- Fit-Gap Analysis / FDD
- Team Leadership & Mentoring