

Contact

sarakelemen3003@gmail.com

www.linkedin.com/in/sara-kelemen-162b34b5 (LinkedIn)

Top Skills

ServiceNow

Microsoft PowerPoint

Organization Skills

Languages

English (Full Professional)

Croatian (Native or Bilingual)

Italian (Elementary)

Spanish (Elementary)

Certifications

Microsoft Certified: Dynamics 365 Finance Functional Consultant Associate

Sara Kelemen

Microsoft Dynamics 365 F&O Functional Consultant I SSK Solutions
Croatia

Summary

D365 Finance & Operations Functional Consultant with 5+ years of experience, specializing in Finance-focused implementations and optimizations. Expertise across end-to-end financial processes including P2P, Consolidation, O2C, R2R, Treasury, Acquire to Dispose and other finance processes and modules. Experienced in translating business requirements into scalable D365FO solutions, supporting global finance teams, and driving process efficiency and compliance. For more information, please reach out to info@ssk.solutions.com Note: Only B2B Web page: <https://ssk-solutions.com/>

Experience

SSK Solutions

Founder & D365 Functional Consultant
August 2025 - Present (10 months)

BE-terna

4 years 3 months

Microsoft Dynamics 365 F&O Solution Consultant

August 2024 - May 2025 (10 months)

Zagreb, Croatia

- Implementing and configuring D365 F&O for various clients, focusing on financial modules and business process improvement
- Conducting requirements analysis and gap analysis to tailor solutions that meet client needs
- Developing and executing testing plans, including user acceptance testing (UAT) and system validation
- Providing training and ongoing support to end-users, enhancing system adoption and functionality
- Working closely with internal team and stakeholders to define project scope, timelines, and deliverables, ensuring alignment with business goals

Customer Support Manager

September 2021 - May 2025 (3 years 9 months)

Zagreb, Croatia

- Overseeing daily operations to meet customer needs, ensuring timely and accurate service delivery
- Planning and coordinating HR, optimizing staffing
- Managing billing, ensuring accuracy and timely invoicing, resolving discrepancies
- Implementing strategies to improve service delivery and customer satisfaction
- Handling escalated customer issues, ensuring swift resolution and positive relationships
- Maintaining high customer satisfaction through proactive communication and problem-solving
- Creating and negotiating order forms and tenders to support business growth and customer requirements

Microsoft Dynamics 365 F&O Application Consultant

March 2021 - August 2024 (3 years 6 months)

Zagreb, Croatia

- Analyzed customers business processes
- Played an active role in all phases of the ERP implementation
- Advised clients in a process and solution-oriented manner
- Active collaboration with experienced regional teams
- Provided user training and support to clients

Fagron Hrvatska d.o.o.

Finance Specialist

June 2020 - February 2021 (9 months)

Croatia

- Participated in the implementation of ERP system - Microsoft Dynamics 365F&O as key user
- Managed all aspects of tax reporting, including preparation and submission of local tax returns, ensuring compliance with regulatory requirements
- Performed the reconciliation of vendor and customer accounts, identifying and rectifying variances to support accurate financial reporting and strengthen business partners relationships

Fokus Audit Ltd.

Audit Intern

February 2019 - June 2020 (1 year 5 months)

Croatia

- Examined company accounts and financial control systems to ensure accuracy and reliability
- Analyzed spreadsheet data and verified the accuracy of financial reports and records
- Prepared audit reports and presented findings and recommendations to senior management and clients

Zagreb School of Economics and Management

5 years 10 months

Visiting Associate

September 2018 - December 2019 (1 year 4 months)

Zagreb

Undergraduate program in Economics and Management courses:

- Introduction to accounting
- Financial accounting
- Cost accounting

Key activities:

- Conducting courses
- Exam creation and grading
- Student consultation and guidance

Peer tutor at Economics Department

September 2016 - January 2019 (2 years 5 months)

Zagreb

Peer tutor at undergraduate program in Economics and Management courses:

- International economics
- Economics for managers

Conducting tutorial both in Croatian and English.

Student Service Assistant

March 2014 - July 2017 (3 years 5 months)

Zagreb, Croatia

Croatian National Bank

Internship at Controlling and Accounting Department

September 2017 - October 2017 (2 months)

Zagreb, Croatia

Data collection for comparison of National Banks in EU

Education

ACCA

Association of Chartered Certified Accountants, UK · (2019 - 2022)

Zagreb School of Economics and Management

Master of Business Administration - MBA, Quantitative Finance · (2017 - 2018)

Universitas Bina Nusantara (Binus)

Summer school program, SME in Indonesia · (2018 - 2018)

Zagreb School of Economics and Management

Bachelor's degree, Economy and Management · (2013 - 2017)

University of Zagreb, Faculty of Law

· (2012 - 2013)