

Multi-Wing is the world's leading expert in designing, developing, producing tailor-made axial fans within the refrigeration, radiator and ventilation segments. With unique technical tools and our highly skilled engineers, Multi-Wing offers tailor-made solutions ensuring the most optimal fan for the customer's specific application.

Multi-Wing started in Denmark in 1938 and has developed into an international company with a team of over 380 professionals in more than 20 locations worldwide.

WE ARE YOUR PARTNER WHEN IT COMES TO EFFICIENT AXIAL FAN PRODUCTS

Shaping airflow for future generations

Our vision is to become a global leader of energy saving and tailored air flow shaping fan solutions.

Join Multi-Wing in the position of Global CRM Consultant.

You will be part of Multi-Wing (Global Enterprise Applications) and be joining a modern and dynamic global company that emphasizes action, quality, flexibility and innovative thinking. Our company has an open-minded atmosphere and an excellent but demanding work environment. We are involved in projects from start to finish and have a wide range of contacts across the organization in our daily work.

Your work location will be at Multi-Wing Group Management Holding Pte. Ltd., Singapore.

Key areas of responsibility:

- Domain expertise in support of operational objective, and primarily focuses to craft and implement Microsoft Dynamics CRM / **D365 CE** solutions for Multi-Wing business units.
- Key contributor across all phases of projects (Plan, Analyze, Design, Build, and Test) and 1st level support.
- Collaborate closely between internal team members, subject matter experts across the departments, IT team, and business partners to ensure high quality delivery/solutions and MW standard process.
- Research and investigate issues that may be non-standard to propose the solutions.
- Support continuous improvement efforts to proactively identify potential challenges to business efficiency and success.
- Other tasks as deemed appropriate by the company.

Professional Qualifications:

- Minimum Bachelor's degree in Information Technology or equivalent.
- 5 to 10 years of Microsoft Dynamics CRM and **D365 CE** experience of both functions and technical.
- Understanding common industry standard business practices supported by Microsoft Dynamics CRM and **D365 CE** experience.
- Experience with the Software as a Service (SaaS) & On-premises system environments and integrations across the enterprise applications such as Microsoft Dynamics AX, D365 FO, Power BI, and SQL database.
- Experience with Power Platform (ex: Power Apps, Power Automate) and Common Data Service (CDS).
- Experience with Sales, Customer Service, Field Service, Marketing, and Relationship Sales solutions.
- Experience with agile and waterfall delivery models is an advantage.
- A solid understanding of Relational Database concepts.
- Proficient in MS Office: Word, Excel (VLOOKUP, Pivot table, Macro), Power Point, and Visio.
- Consulting experience working with external clients and good analytical skills.
- Experience collaboration with global team on technology implementation and maintenance projects.
- Ability to handle multiple roles on project ranging from Business Analysis, Design, Testing, and Training.
- Excellent communication skills and understanding of different cultures.
- Having good English communications skill is a must.

Global CRM Consultant

Global Enterprise Applications



- Flexible in terms of travelling and staying abroad for a longer period.
- Able to work with shift timing: Singapore or Denmark time zones. Hybrid work arrangement.

Personal qualifications:

- Systematic, well-organized, and a team player.
- Ability to work independently and relate easily to operating as well as conceptual tasks.
- Proactive, initiating, and ability to work under pressure and meet deadlines.
- Ability to set own agenda and formulate own tasks and ensure the roll out.
- Highly confident with providing support and training to users.
- Attention to detail and a keen desire to deliver the highest quality solutions.
- Complex problem solver with creative solutions.
- Self-Starter with ability to handle multiple tasks and shifting priorities.

What's in for you:

- Annual performance bonus.
- Flexi benefit for mobile claim.
- Generous annual leaves on top of national holidays.
- Medical coverage including GP, specialist, TCM, hospital & surgical, personal accident, and travel.
- Vibrant newly renovated office with well-stocked pantry.
- Convenient work location surrounded with easy access to the public transports and shopping malls.

Start date: Immediately. Type of contract: Permanent.

For further information about the position or apply directly please kindly send your resume and a short cover letter to: jow@multi-wing.com with the email subject: Global CRM Consultant. We will be in contact with you should your profile be found suitable.

Multi-Wing's corporate culture is characterised by dynamic, continuous development and changes and by key words such as structure and planning. We are passionate and proud of Multi-Wing, we encourage diversity and believe that flexibility combined with mutual respect and integrity provides the foundation for a great work environment and a corporate culture. Our continuous success and growth depend on our employees' qualifications, competences, motivation and engagement. Therefore, we focus on fulfilling each employee's potential by training and development. Visit www.multi-wing.com for more information.