



MICROSOFT DYNAMICS 365 PRODUCT MANAGER, INDIA. MUMBAI, INDIA / HYBRID WORK

About the Job

Are you ready to chart your own career?

The runway to success in global aviation begins here...

Are you looking for an opportunity to work for a global brand where you can leverage your expertise, collaborate with cross-functional teams, and shape the future of business technology within a dynamic aviation organization?

We are looking for an experienced and business-focused **Microsoft Dynamics 365 Product Manager** to lead the strategy, roadmap, and continuous evolution of our Microsoft Dynamics 365 platform, driving digital transformation and delivering business value across our global operations.

This role can be based in Mumbai, India with a flexible hybrid working model. If you are located within commuting distance of one of our offices, we'd love to hear from you.

Purpose of Role

Own the Microsoft Dynamics 365 product lifecycle, ensuring the platform supports Chapman Freeborn's commercial, operational, and digital transformation objectives.

Translate business priorities into a clear product roadmap, prioritized backlog, and successful release plans that deliver measurable business value.

Drive adoption, continuous improvement, and governance of Dynamics 365 while balancing user experience, scalability, security, and long-term maintainability.

Partner with business stakeholders, ICT, Enterprise Architecture, and external vendors to ensure Dynamics 365 integrates effectively across the Group's technology landscape.

Champion a product-led approach by aligning business needs, technology capabilities, and strategic priorities.

Key Responsibilities

- Own and execute the Dynamics 365 product roadmap, ensuring alignment with business strategy and digital transformation objectives.
- Partner with business stakeholders to gather requirements, improve business processes, and prioritise enhancements based on business value.
- Lead product governance, backlog management, release planning, testing, and continuous improvement initiatives.
- Collaborate with ICT, Enterprise Architecture, and external implementation partners to deliver scalable, secure, and high-quality solutions.

- Drive user adoption through effective change management, training, communication, and engagement with Product Owners and Super Users.
- Ensure Dynamics 365 integrates seamlessly with key business systems while maintaining high standards of data quality, security, and compliance.
- Monitor product performance, adoption, budgets, and delivery outcomes, providing regular updates and recommendations to senior leadership.
- Promote best practices in product management, Microsoft standard capabilities, and continuous innovation to maximize business value.

Qualifications

- Proven experience managing Microsoft Dynamics 365 (Sales/CRM) or similar enterprise business applications in a Product Manager or Product Owner role.
- Strong understanding of Microsoft Dynamics 365, Power Platform, Dataverse, integrations, release management, and business process optimization.
- Experience working across cross-functional teams within complex, international, or matrix organizations.
- Demonstrated ability to translate business requirements into product roadmaps and successful technology solutions.
- Strong stakeholder management and communication skills, with the ability to influence senior leaders and technical teams alike.
- Experience working with Agile delivery methodologies, backlog management, and product governance.
- Commercial mindset with strong analytical, organizational, and problem-solving skills.
- Experience managing third-party vendors and implementation partners.
- High level of integrity, professionalism, and commitment to continuous improvement.

What We Offer

- Opportunity to join a global, diverse, and inclusive organization
- Career development and learning opportunities
- Exposure to international compliance frameworks and global stakeholders

About Us

With more than 50 years of experience, the Chapman Freeborn Group provides a diverse range of aviation-related services on a global basis. Our expertise across the air charter industry makes us the trusted partner for leading logistics providers, multinational corporations, travel partners, and well-known names in the entertainment industry. Chapman Freeborn is part of Avia Solutions Group, a leading global aerospace services group with nearly 100 offices and operational stations worldwide. The group brings together over 11,500 professionals, delivering innovative and state-of-the-art aviation solutions.

Equal Opportunity Statement

Chapman Freeborn provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state, or local laws. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.

Salary comment: € per year

Chapman Freeborn combines over 46 years of experience with unrivaled global coverage to meet the

air charter requirements of customers 24 hours a day, 365 days a year. The company's diverse client base includes major corporations, governments, non-governmental organizations (NGOs) and relief agencies, as well as high net worth individuals (HNWIs) and prominent figures from the entertainment world.