

ABHIJIT BEHERA

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Location: Hyderabad, India

PROFESSIONAL SUMMARY

Dynamics 365 CE Technical Consultant with over 3 years of expertise in the End-to-End (E2E) implementation of Microsoft Dynamics CRM projects. Proven track record of customizing and configuring Dynamics 365 to meet complex business needs.

- **Core Expertise:** Extensive hands-on experience in customizing and configuring Dynamics 365, including Ribbon Customizations and Solution Deployment.
- **Development:** Proficient in developing Plugins, Custom Workflow Activities, JavaScript, HTML, and consuming REST APIs.
- **Power Platform:** strong experience in building Canvas Apps, Power Automate Flows, and developing PCF (PowerApps Component Framework) controls.
- **Integration & Migration:** Skilled in integrating CRM with external systems (SAP, CPQ) and executing data migration programs.
- **Agile Collaboration:** Experienced in interacting with clients daily, analyzing requirements, and working within Agile/Scrum methodologies.

TECHNICAL SKILLS

- **CRM Technologies:** Microsoft Dynamics 365 CE, Dynamics CRM 2013 (On-Prem), MS CRM SDK.
- **Power Platform:** Power Automate (Flows), Canvas Apps, PCF Controls, Model-Driven Apps.
- **Programming Languages:** C#.NET, JavaScript, jQuery, HTML, XML.
- **Web Technologies:** ASP.NET, Web Services (WCF, REST).
- **Databases:** SQL Server 2017.
- **Integration Tools:** Scribe Insight.
- **Tools & Methodologies:** JIRA, Git, Scrum, Agile.

WORK EXPERIENCE

Associate DCRM Engineer
RSHANU Technologies Pvt Ltd

Jan 2025 – Present
Hyderabad, India

- Spearheading the development and customization of Dynamics 365 solutions.
- Designing and implementing complex Power Automate flows to streamline business logic.
- Developing custom PCF controls to enhance user interface and experience.

CRM Developer
Tejoma

Jul 2022 – Dec 2024
Hyderabad, India

- Worked extensively on Plugin development and Custom Workflow activities.
- Managed full lifecycle implementation of CRM solutions from requirement gathering to deployment.
- Collaborated with cross-functional teams to integrate CRM with legacy systems.

KEY PROJECTS

Sales Automation

Jan 2025 – Present

Role: Associate Consultant

Environment: D365 CE 9.0, Power Automate, C#.Net, JavaScript, PCF

- **Description:** A Sales Automation initiative designed to streamline the Sales Module (Lead, Opportunity, Account, Quote, Proposal). The system provides a 360-degree view of accounts and integrates with SAP and CPQ.
- Customized CRM entities and forms to align with specific sales processes.
- Developed **Power Automate Cloud Flows** to automate critical business approvals and notifications.
- Implemented **PCF Controls** to visualize data more effectively for sales representatives.
- Managed integration points between Dynamics CRM and SAP to ensure data consistency across platforms.
- Analyzed business requirements and translated them into technical user stories in JIRA.

Concrete Recyclers (CR)

Aug 2024 – Dec 2024

Role: Associate Consultant

Environment: D365 CE 9.0, Power Automate, C#.Net, JavaScript

- **Description:** Migration from a legacy sales system to Dynamics 365 for a leading concrete recycling firm. The project improved sales tracking and automated quotation management.
- Conducted requirement analysis sessions with business users to map legacy processes to D365.
- Developed Plugins and Custom Workflow activities to handle complex validation logic.
- Configured the system to enhance client interaction tracking and quotation visibility.
- Participated in daily Scrum calls and sprint backlog refinement sessions.

BOS CRM

Sep 2023 – Aug 2024

Role: Associate Consultant

Environment: MS CRM 2013 (On-Prem), C#.Net, ASP.Net, SQL Server

- **Description:** An internal system tracking company transactions across Sales and Marketing. Integrated with AX, Nexus, Marketo, and Workday.
- Created and managed **Scribe Insight** integration jobs between MS CRM and MS Dynamics AX.
- Developed custom web-based technical solutions to extend the capabilities of the legacy On-Prem platform.

- **Leadership:** Led offshore Dev and QA teams, assigned L2 support tickets, and reviewed test cases.
- Provided application maintenance and resolved critical L2 support tickets to ensure system uptime.

Sales CRM (LAA)

Aug 2022 – Sep 2023

Role: Associate Consultant

Environment: D365 CE 9.0, C#.Net, MS CRM SDK, JavaScript

- **Description:** Focused on the elevators and escalators business sector, streamlining Opportunity and Account management globally.
- Integrated CRM with legacy applications (CPQ, E-Logistics) to improve operational efficiency.
- Developed data integration processes using Scribe Insight and WCF services.
- Supported the Microsoft CRM Mobile App configuration for field sales enablement.
- Handled application support (L1 & L2), monitoring progress and ensuring timely closure of issues.

EDUCATION

B.Tech in Computer Science Engineering

Graduation Year

GIET (Gandhi Institute of Engineering and Technology)