Abhijit Behera Dynamics 365 CE Technical Consultant

✉ abhijitbehere877@gmail.com　　📞 7991066877　　○ GitHub　　🔗 portfolio　　📍 Hyderabad, India

PROFESSIONAL SUMMARY

Dynamics 365 CE Technical Consultant with 3+ years of hands-on experience delivering end-to-end CRM implementations. Specialized in Plugin development, Custom Workflow Activities, JavaScript customizations, PCF controls, Canvas Apps, and Power Automate. Strong background in CRM integrations (SAP, CPQ) and data migration. Adept at collaborating with clients, translating requirements into technical solutions, and delivering within Agile/Scrum environments.

Skills

Dynamics 365 / CRM Technologies: — D365 CE, CRM SDK, Solution Deployment, Ribbon Customization

Development: — C#.NET, Plugins, Custom Workflow Activities, JavaScript, jQuery, HTML, XML, REST APIs

Power Platform: — PowerApps (Canvas & Model-Driven), Power Automate , PCF Component Development

Web & Integration: — ASP.NET ↗ , WCF, REST Services, Scribe Insight, Data Migration

Databases: — Sql Server

Tools & Methodology: — Git, Azure DevOps, JIRA, Scrum/Agile,Postman, XrmToolBox

Professional Experience

Associate DCRM Engineer, *RSHANU Technologies Pvt Ltd* ↗ 　　　　01/2025 – Present
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Challenge: Improve CRM automation, UI experience, and multi-system integration.
Action:

- **Architected** end-to-end D365 CE customizations, including custom entities, complex form logic, and automated business processes.
- **Developed PCF Controls** using TypeScript and React to enhance UI/UX, resulting in a **30% increase in user efficiency**.
- **Engineered** real-time integrations between D365 CE and **SAP/CPQ** systems utilizing RESTful APIs to ensure data synchronization.
- **Automated** multi-stage approval hierarchies and notification systems using **Power Automate**, reducing approval cycle times by **40%**.

Result:

- Approval cycle time reduced **40%**.
- User efficiency increased **30%** via optimized UI/PCF.
- Cross-system data reliability significantly improved.

Junior D365 CE Technical Consultant, *Dolf Technologies* 　　　　10/2022 – 12/2024
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- **Developed and Debugged** server-side business logic using **C#** to create high-performance Plugins and Custom Workflow Activities.
- **Assisted** in the integration of D365 CE with Line-of-Business (LOB) applications, specifically E-Logistics, utilizing **Scribe Insight** and **REST API** wrappers.
- **Enhanced UI/UX** by writing and optimizing **JavaScript (Web Resources)** for client-side validations and form automation, contributing to improved system stability.

- **Executed Data Migration** tasks using Excel Import/Export and specialized tools to move legacy data into D365, reducing data inconsistencies by **35%**.
- **Collaborated** with senior developers to learn and apply **Solution Management** best practices, ensuring clean deployment across Dev, Test, and Production environments.

Projects

Sales Automation Platform

Role: Associate Consultant | **Tech:** D365 CE, PCF, Power Automate, JavaScript, C#.NET
- Delivered a full Sales module transformation covering Lead, Opportunity, Quote, and Proposal stages.
- Customized Sales Hub with tailored forms, business rules, process flows, and automated record updates.
- Built interactive **PCF components** for data capture, visual insights, and guided selling experiences.
- Implemented SAP and CPQ integrations for real-time pricing, order validation, and product availability sync.
- Configured SLA-driven approval workflows and notification automation using Power Automate.

Impact:
- Reduced quote cycle time by **45%**, improved forecasting accuracy by **20%**, and increased CRM adoption across the sales team.

Concrete Recyclers – CRM Modernization

Role: Associate Consultant | **Tech:** D365 CE, Power Automate, Plugins, JavaScript
- **Modernized** the end-to-end quotation lifecycle by mapping legacy business processes to **D365 CE out-of-the-box (OOB)** features and custom extensions.
- **Developed C# Plugins** and Cloud Flows to automate lead qualification, multi-level quotation approvals, and task delegation.
- **Customized** the user interface using **JavaScript (Web Resources)** and Ribbon customizations to improve navigation and data capture.
- **Integrated** operational data silos with D365 CE to provide a centralized 360-degree view of customer sales activities and insights.**Impact:** Enhanced sales pipeline visibility by **60%** and reduced manual administrative effort by **70%**.

PCF – FileUploader Component

Tech: PCF, TypeScript, React | **GitHub:** https://github.com/Abhijit877/d365-fileuploader-pcf ⧉
- Developed a modern drag-and-drop file uploader supporting multiple file types, size checks, and upload progress tracking.
- Integrated the control with D365 Notes/Attachments using Web API with asynchronous processing.
- Implemented clean error handling, retry logic, and a responsive UI for improved user experience. **Impact:**
- Reduced file upload time by **50%** and improved document management reliability.

PCF – Enhanced Input / Custom UI Control

Tech: PCF, TypeScript | **GitHub:** github.com/Abhijit877 ⧉
- Created a dynamic, configurable input control designed for high-volume data entry use cases.
- Added built-in validation rules, placeholder logic, formatting options, and customizable parameters.
- Enabled cross-form reusability with cleaner, modern UI compared to standard CRM controls. **Impact:**
- Improved data accuracy and user productivity by **30%**, reducing common input errors.

Education

B.Tech – Mechanical Engineering,
GIET (Gandhi Institute of Engineering and Technology)

2018 – 2022
Bhubaneswar, India