

Mounika Bathini

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Career Objective:

Overall, I have 7.1 years of experience, including 2 years in Health Care Administration and 5.1 years in Information Technology, with responsibilities encompassing billing, analysis, management, development, implementation, and testing of client-side validations.

Professional Experience:

- Implementation of CRM **2016 & Dynamics 365**.
- Strong understanding of **Sales** and **Service** modules.
- Skilled in interpreting Functional Requirements based on **Functional Design Documents**.
- Proficient in creating and customizing **Solutions** and **Entities**.
- Experienced in configuring **CRM Forms, Fields, and Views** as required.
- Utilized **JavaScript** for client-side validations.
- Involved in **testing** activities and bug fixing for application components.
- Worked with **CRM security** features, including **Security Roles**, Business Units, and Teams.
- Basic knowledge of SSIS, including importing data from the staging environment to production.
- Knowledge of making **Dashboards, Charts, Reports**.
- Troubleshoot issues related to Workflows, Business Process Flows, Relationships, Business Rules, and Solutions.
- Hands-on experience with **Ribbon Workbench** and **Sitemap** customization.

Knowledge of Latest Modules and Features:

- Data verse
- Dynamics Portals
- Power Apps
- Unified Interface
- Relationship Insights

Education Qualification:

- B.Tech: (ECE) SVS group of institutions.

Worked Company Details:

- Data Marshall PVT LTD: Worked from 5th September 2017 to 30th April 2022.

- Sonata Software LTD: Worked from May 18th 2022 to March 8th.
- Tech Mahindra: Worked from April 26th to June 13th.
- Baadalsoft: Working from June 25th to Present.

Software Skills:

Microsoft Dynamics	:	Microsoft CRM 2015, 2016 & D365
Microsoft Technologies	:	ASP.NET, C#
Development Tools	:	Visual Studio .NET, JAVA
Web Technologies	:	HTML, JavaScript and Web Services

Occupation Details:

Project Summary:

Project #1: Data Marshall Pvt Ltd

Title	:	Motor Gruppen
Client	:	MG
Environment	:	Microsoft Dynamics CRM 2016
Technologies	:	Dynamics CRM, Visual Studio 2015
Team Size	:	5
Role	:	Developer

Description:

Motor Gruppen (MG) is a dealer (engaged in import, sales and service for the car) of multi brand cars, this includes Mitsubishi, Dacia, and Renault Cars. Dealers are classified into two categories Owned and Non-Owned Cars. MG's Owned dealer details are maintained in Incadea.

Roles & Responsibilities:

- Involved into Customizations and Design the layout forms.
- Configuring new CRM entities, Custom attributes and Forms as per the business needs.
- Involved in Custom Actions to call Java Script.
- Involved in Security Model and Field level Security.
- Tested activities in manual methods to cover all scenarios.

Project #2: Sonata

Title	:	ABFRL Pantaloons
Client	:	ABFRL
Environment	:	Microsoft Dynamics CRM 2016

Technologies	:	Dynamics CRM, Visual Studio 2015
Team Size	:	6
Role	:	Developer

Description:

Pantaloons, an Indian retail company with extensive experience in the industry, is well-connected with its customers. SONATA worked closely with the ABFRL team to implement and enhance the Dynamics 365 CRM application. This solution was designed to efficiently manage and handle customer service requests, improving overall service delivery and customer satisfaction.

Roles & Responsibilities:

- Created and customized custom entities and system entities.
- Developed Business Process Flows for the Opportunity entity.
- Designed and implemented workflows, business rules, and web resources according to client requirements.
- Tested activities using Postman and manual methods to cover all scenarios.
- Managed the deployment of both managed and unmanaged solutions.
- Configured and customized forms, fields, views, security roles, and user management in Power Apps.
- Worked with the CRM security model, including creating entities, forms, relationships, and utilizing out-of-the-box (OOB) features.
- Contributed to the development of technical and functional documentation.

Project #3: Sonata

Title	:	CCBA (Coca Cola Beverages Africa)
Client	:	Microsoft
Environment	:	Microsoft Dynamics CRM 2016
Technologies	:	Dynamics CRM, Visual Studio 2015
Team Size	:	13
Role	:	Developer (Mostly worked for testing activities)

Description:

The Coca-Cola Company and Gutsche Family Investments oversee beverage bottling operations in Southern and East Africa through Coca-Cola Beverages Africa (CCBA). CCBA bottles and distributes beverages trademarked by The Coca-Cola Company and is the 8th largest Coca-Cola bottling partner in the world by revenue, and the largest on the continent. It accounts for 40 percent of all Coca-Cola products sold in Africa by volume. SONATA worked closely with the Microsoft Consulting Team with CCBA.

Roles & Responsibilities:

- Worked with PowerApps to customize forms, fields, views, security roles, and manage users.
- Tested activities through various scenarios using Postman and manual methods.

Project #4: Tech-Mahindra

Title	:	Volvo
Environment	:	Microsoft Dynamics CRM, Power Apps.
Technologies	:	Dynamics CRM, Visual Studio 2022.
Team Size	:	8
Role	:	Developer

Description:

Volvo, founded in 1927, originally focused on the automobile industry but expanded into various manufacturing sectors throughout the twentieth century. Volvo Cars, an automobile manufacturer based in Gothenburg, was a division of AB Volvo until 1999, when it was acquired by the Ford Motor Company. Today, Volvo is one of Sweden's largest companies by market capitalization and revenue. The project involved working with Volvo's automotive and manufacturing systems, leveraging their extensive industry experience and innovation. Tech Mahindra is working closely with the Microsoft team.

Roles & Responsibilities:

- Involved in the implementation, enhancement, maintenance, and support phases.
- Customized entities and forms, and managed security roles.
- Created dashboards and custom charts.

Project #5: Baadalsoft

Title	:	Barrett-Jackson
Client	:	Barrett-Jackson
Environment	:	Microsoft Dynamics CRM, Power Apps.
Technologies	:	Dynamics CRM, Visual Studio 2022
Team Size	:	9
Role	:	Developer

Description:

Barrett-Jackson is an American collector car auction company headquartered in Scottsdale, Arizona. Founded by Scottsdale business partners Tom Barrett and Russ Jackson, the company initially launched a car show, Fiesta de los Autos Elegantes, in 1967 to raise funds for local facilities. The first Barrett-Jackson auction, initially intended as a one-time event, took place in December 1971. Its success led to it becoming an annual event and inspired the creation of other collector car auctions in the Scottsdale area. Baadalsoft is working closely with the Barrett-Jackson team.

Roles & Responsibilities:

- Worked with Sales and Service modules.
- Configured and Customized and designed layout forms.
- Configured new CRM entities, custom attributes, and forms according to business needs.
- Implemented custom actions to invoke JavaScript.
- Managed security models and field-level security.
- Addressed bug fixes and conducted manual testing.
- Created dashboards and custom charts.

Certifications: MB 910 Dynamic 365 Fundamentals (CRM)

PERSONAL DETAILS

Date of Birth	:	05-07-1993
Nationality	:	Indian
Languages Known	:	English, Telugu, Hindi.

DECLARATION

I hereby declare that the information furnished above is true to the best of my knowledge.

Place: Hyderabad.