

Ashutosh Singh *Dynamics CRM Technical Consultant*

✉ ashusingh0909@gmail.com

☎ 8898758011

📍 Mumbai

Profile

Dynamic and results-driven IT professional with 12+ years of comprehensive experience, including 3 years specializing in the customization and implementation of Microsoft Dynamics CRM projects. Seeking a new career opportunity to leverage my expertise in a progressive and innovative company, contributing to impactful business solutions.

Professional Experience

2015/05 – present Mumbai, India	Dynamics CRM Technical Consultant <i>Tata Consultancy Services</i> <ul style="list-style-type: none">• Participated in the full project life cycle, including analysis, design, coding, testing, and maintenance. Experienced in developing complex applications on the Microsoft Dynamics CRM platform, with expertise in entity customization, sitemap configuration, and client-side JavaScript.• Developed and customized MS Dynamics 365 solutions, including workflows, plug-ins, business rules, business process flows, and synchronous workflows. Designed and tailored forms, ribbons, and JavaScript for form events such as On Load and On Save status changes.• Developed dashboards, managed user access and security roles, and utilized XRM Toolbox and Fetch XML to interact with CRM system data.• Customization and Configuration using Microsoft Dynamics 2013 and 365 Online, Power Apps, Model Driven Apps, Power Apps Portal and Power Automate.
2013/04 – 2015/05 Mumbai, India	Technical Analyst <i>NCR Corporation India Pvt Ltd</i> <ul style="list-style-type: none">• Provided comprehensive Lotus Notes application support, including installation, troubleshooting, and user access management.• Supported Power BI applications, ensuring seamless data visualization and reporting. Resolved tickets efficiently in accordance with SLA requirements.
2011/07 – 2013/04 Mumbai, India	Technical Support Executive <i>Tata Communications Banking Infrasonolutions Ltd</i> <ul style="list-style-type: none">• Monitored and resolved ATM alerts within SLA, coordinated with vendors for application queries, and worked in the NOC.• Created daily monitoring tickets, handled escalations, and provided incident reports. Maintained follow-up records and prepared daily incident reports.

Education

Mumbai, India	Post Graduate Diploma in Business Management (IT) <i>Welingkar Institute of Management Development and Research</i>
	B.Sc. IT (Information Technology) <i>Mumbai University</i>

Skills

Microsoft Dynamics 365 Technical	● ● ● ● ●	Power Platform	● ● ● ● ●
JavaScript	● ● ● ● ●	Azure	● ● ● ● ●
C#	● ● ● ● ●	SQL	● ● ● ● ●
Power BI	● ● ● ● ●	GitHub	● ● ● ● ●
Agile Methodologies	● ● ● ● ●	HTML CSS	● ● ● ● ●

Certificates

- Microsoft Certified: Azure Fundamentals
- ITIL® Foundation: ITIL 4 Edition
- PL-900: Microsoft Power Platform Fundamentals

Declaration

I hereby declare that all the information provided by me is true to the best of my knowledge and belief.



Ashutosh Singh
Mumbai