B Raju

Consultant

💼 11 Years 7 Months | 📱 (+91) 9666678941 | ✉️ rajubcrm010@gmail.com

📄 Profile Summary

Total Experience: I have 11+ years of experience, including 7.5 years in IT, with 5.11 years in Microsoft Dynamics CRM and 4 years in non-IT experience

Expertise: CRM 2016, Dynamics 365, CRM technical development, customizations, workflow development, and Power Automate flow development.

Skills: CRM security model, creating entities, forms, relationships, OOB features, JavaScript for client validations, and Dynamics 365 Customer Service module.

Strengths: Problem-solving, analytical and logical thinking, programming skills, self-learning abilities, and effective teamwork.

🅰 Education

MBA/PGDM, 2011

Jawaharlal Nehru Technological University (JNTU)

B.Sc, 2009

Osmania University

12th, 2006

Andhra Pradesh, Telugu

10th, 2004

Andhra Pradesh, Telugu

🏛 Work Experience

Apr 2022 - Present

Consultant

Capgemini

Customized Dynamics CRM to deliver functionality tailored to client requirements.

Developed and customized workflows, JavaScript, and business rules

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🔧 Key skills

- MS Dynamics CRM 365
- Power Automates
- Javascript
- Ribbon Workbench
- XRM Toolbox
- .NET
- Plugin Customization
- Microsoft Dynamics CRM Technical
- Customization
- Configuration
- Visual Studio
- Workflow

📄 Personal Information

City **Hyderabad**

Country **India**

💬 Languages

- English
- Telugu
- Hindi
- Kannada

to enhance system capabilities.

Implemented JavaScript for client-side validations and functionality improvements.

Created and optimized Power Automate Flows to automate processes.

Developed custom entities, tabs, and entity relationships (1:N, N:1, N:N) including subgrids and lookups to support complex data models.

Designed and implemented business rules for client-side validation to ensure data accuracy.

Worked on Unified Routing as a POC to streamline case routing.

Created custom Ribbon buttons using the Ribbon Editor to enhance user experience.

Worked on Customer Voice Surveys

Jan 2021 - Apr 2022

Microsoft Dynamics CRM Developer
Cognizant

Having experience in MS CRM Technical development and customizations.

Having work experience in plug in and workflow development for MS Dynamics CRM.

Worked on CRM security model, Creating Entities, Forms, Relationships and OOB Features.

Worked on creating Dialogs, Duplicate Detection Rules, Data Imports and Exports etc.

Experience in working with Dynamics 365 customer service module.Adept in Software Development Life Cycle like waterfall and Agile, Testing, Designing concepts and methodologies.

Ability to work individually also as Versatile Team Player.

Having Good Self Learning Abilities and Problem-solving skills.

Analytical & Logical Thinking, Programming.

May 2017 - Jan 2021

D365 Developer
EXL SERVICES

Having experience in MS CRM Technical development and customizations.

Having work experience in plug in and workflow development for MS Dynamics CRM.

Worked on CRM security model, Creating Entities, Forms, Relationships and OOB Features.

Worked on creating Dialogs, Duplicate Detection Rules, Data Imports and Exports etc.

Experience in working with Dynamics 365 customer service module.Adept in Software Development Life Cycle like waterfall and Agile, Testing, Designing concepts and methodologies.

Ability to work individually also as Versatile Team Player.

Having Good Self Learning Abilities and Problem-solving skills.

Analytical & Logical Thinking, Progra

mming.

Senior Executive

Cognizant

💼 Projects

30 Months

ADDA TAMM CRM

As part of the Abu Dhabi Government TAMM CRM upgrade, I worked on a platform supporting 55+ ADGEs, focusing on entity performance, case management, and knowledge management.

Key Responsibilities:

I customized Dynamics CRM to meet complex client requirements, optimizing workflows, JavaScript, and business rules.

I implemented client-side validation for a seamless user experience and built Power Automate Flows for process automation.

I developed custom entities, tabs, and data models, including 1:N, N:1, and N:N relationships with subgrids and lookups.

I also worked on Unified Routing as a POC to optimize case routing and created custom Ribbon buttons to enhance navigation. Additionally,

I worked on Customer Voice Surveys.

15 Months

Human Resource Management (HRM)

The HRM solution streamlines the recruitment process, managing the entire lifecycle from applicant creation to hiring. It also oversees competencies, grievances, awards, disciplinary actions, and compensation benefits. Documents are securely handled in SharePoint for authorized access.

Key Responsibilities:

Customized Dynamics CRM to fulfill client HR needs.

Developed workflows, plug-ins, JavaScript, dashboards, and business rules.

Created custom entities, tabs, and relationships (1:N, N:1, N:N) with subgrids and lookups.

Implemented client-side validation and business rules using JavaScript.

Designed custom Ribbon buttons for enhanced navigation.

Provided support and resolved bugs as needed.

14 Months

Religare Health Insurance

Religare Health Insurance Company Limited is a leading health insurance vendor and specializes in distribution of a range of health insurance products. Religare has its stakeholders. It Managed communication with patients as well as assisted senior medical insurance specialist in monitoring payment requests and verifying

claims status with insurance agencies.

Key Responsibilities:

Customized workflows, JavaScript, plug-ins, dashboards, and business rules.

Configured entities, forms, and relationships within D365 CRM.

Developed custom Ribbon buttons, including a global button.

Created an HTML settings page for Global Search configuration.

Managed system settings, business units, security roles, and user access.

Resolved bugs and browser compatibility issues.

Provided on-demand support and troubleshooting.

12 Months

Global Search(Product)

Global Search is product which provides to search the records in all entities based on search criteria and builds the custom grid with all resulted records. From this grid can edit the records as per the requirement, this facility is given to save the time and increase the performance. It also provides Setting Area to set on which entities search operation will do.

Key Responsibilities:

Participated in MS CRM customizations.

Developed custom entities and plug-ins.

Customized workflows, forms, and relationships.

Created and implemented JavaScript for enhanced functionality.

Certification

- MB-910: Microsoft Dynamics 365 Fundamentals (CRM)
- PL-900: Microsoft Power Platform Fundamentals