

Kakaraparthys Manasa

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Summary — Results-driven System Engineer with 2+ years of experience in Microsoft Dynamics 365 CRM, skilled in Python, SQL, Power BI, and AWS Cloud, with strong expertise in technical analyst, data analysis, and cloud-based CRM solutions.

Skills

Cloud AWS
Programming Python
OS Windows

Databases SQL
CRM MS D365 CRM, Power Platform (Power Apps)
Visualization tool Power BI

Experience

Infosys Nov 2021 – May 2024
Systems Engineer

Client: Microsoft

- Delivered technical support for Microsoft Dynamics 365 CRM and Power Platform, assisting clients in troubleshooting, issue diagnosis, and resolution.
- Collaborated with Microsoft development and product teams to reproduce, investigate, and resolve product bugs and CRM configuration issues.
- Handled incident management, tracking progress and ensuring timely escalation of critical issues as per Microsoft support standards.
- Conducted data analysis and reporting using tools such as Power BI, using databases like MySQL and performance metrics.
- Gained exposure to AWS Cloud fundamentals through Cloud Practitioner training, enhancing cloud-based troubleshooting and system understanding.

Certifications

- PL 900- Microsoft Power Platform Fundamentals
- MB 910- Microsoft Dynamics 365 (CRM) Fundamentals
- Completed Certification course on “AI FOR EVERYONE” through the “COURSERA”.

Projects

CSS Global Jan 2023 – May 2024

- Reproduced product bugs, worked with Microsoft Dev teams, and ensured fast resolutions for technical blocks.
- Escalated high-priority issues promptly and documented resolutions following Microsoft support protocols.
- Collaborated with Partner Technical Advisors and cross-functional teams to enhance product reliability.

Concierge Dec 2021 – Jan 2023

- Diagnosed, analyzed, and resolved CRM-related issues by collaborating with Microsoft product and development teams.
- Identified and escalated product bugs, coordinating with Microsoft leadership to ensure timely resolution.
- Maintained strong communication with clients, ensuring issue status updates and customer satisfaction.

Education

Vignan's Nirula Institute of Technology and Science for Women July 2017 – July 2021
Bachelor of Technology in Electronics and communications