

Mary Narainsamy

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Professional Summary

Passionate developer skilled in C#, JavaScript, Power Platform, CRM and custom dev projects. Specializing in developing robust software solutions and creating efficient applications. I am Committed to delivering high-quality code and ensuring client satisfaction and driving measurable results. If you think I fit the profile of what you may be looking for, let's connect and discuss how I can contribute to your development projects.

Skills

System Support	Reporting
Quick learner	Quality management
Analysing patterns	Problem Solving
Training and facilitating	Continuous improvements

System Experience and Languages

System Experience	Languages	Other
Microsoft Power Platform	C#	Windows Servers 2008, 2012
Microsoft Office 365 (Implementation and Management)	VB/ C++	GIT
Dynamics 365	React.js	Dialler Systems (CIC and Purecloud)
Microsoft SQL	Power FX	Adobe Illustrator and Adobe Photoshop
Microsoft Visio	JavaScript	Power BI
SharePoint	HTML/CSS	

Work History

Senior Programmer (C#, JavaScript, React.js)
Singular Systems

January 2023 – current
Gauteng

- Developing and maintaining code for custom web applications for multiple clients.
- Analyse user requirements
- Write and test code, refining and rewriting it as necessary and communicate with any programmers involved in the project.
- Research, design and write new software programs
- Developing and maintaining Code for Clients Dynamics 365 F+O CRM
- Developing and maintaining code within projects related to micro-services
- API Integration
- Produce clean, efficient code based on specifications
- Maintaining the code for the CRM platform
- Analysing system capabilities
- Finding new types of software or tools to use to streamline processes
- Troubleshooting
- Adhering to best practice

Developer (Power FX, C#)
Energy and Combustion Services

January 2021 – January 2023
Kwa-Zulu Natal

- Developing in house applications and maintaining app
- Creating business process solutions using Microsoft 365, Dataverse and the Power Platform

Apps developed:

1. Leave Request System – Request Leave, check balances, management approval
2. Training Management – recoding all training within the company (individual and group)
3. Booking App – Booking your desk when coming to the office and completing your Covid screening
4. Support Helpdesk App – Logging all types of support internal and external
5. Customer information collection app – collecting and storing all customer information, leads and deals
6. HR Employee on boarding app – collecting all employee information during on-boarding process

7. Sales App – Sales Proposals with existing automated calculations
 8. System Change and Process Change Request App – A complete solution for managing your projects
 9. Credit Card Expenses App
- Maintaining these apps
 - Analysing system capabilities
 - Finding new types of software or tools to use to increase the automation of work processes.

System Support Specialist
The Point Group

April 2020 – December 2020
KwaZulu Natal

- Design, develop, and test interfaces and upgrades to existing systems.
- Monitor the system, set up automated alerts, and performance notifications to pro-actively address problems.

Implementation Engineer and Training Manager (Power FX, HTML/ CSS)
SafriCloud

April 2017 – March 2020
KwaZulu Natal

- SharePoint Management and Configuration
- Creating business process solutions using Microsoft 365 and the Power Platform
- Implement and install solutions on the customer's test and production environments.
- Setting up telephony system features which include configuration of the ffg: Architecting call flow (IVR) Telephony administration, Inbound/Outbound flows, User profiles, licensing & permissions, call routing, phone management, CDI's, SIP, Scripting for pop up functionality.
- Work on-site and off-site to troubleshoot and diagnose customer reported issues on the different levels of solutions (i.e. Database, Application, Network, Communication, and Integration Interfaces Levels).
- Act positively and respond promptly to the customer's requests/tickets.
- Prepare, review and ensure accuracy of technical documentation.
- Conduct Preventive / Corrective Maintenance visits to customer sites physically or remotely.
- Evaluate employees and identify weaknesses
- Identify training needs according to needs
- Build quarterly and annual training program
- Present all the technical and supply training requirements
- Encourage employees for training
- Oversee employee attendance and performance
- Communicate all the training programs on a timely basis
- Have a program announcement marketing strategy
- Prepare and deliver training courses
- Prepare and present reports on training

IT Administrator
SafriCloud

April 2014 – March 2017
Kwa-Zulu Natal

- Conduct network troubleshooting to segregate and identify general network problems.
- Manage, maintain and update on-site and customer site copiers, printers and fax machines.
- Support Online Circular production applicable processes.
- Maintain all local software and hardware licensing to ensure conformance.
- Support determination of local and customer needs for yearly budgeting process and request for proposal processes.
- Support in work flow evaluation and improvement.
- Maintain server, upgrade, secure, system backups
- Recommend software and hardware solutions comprising of upgrades and new acquisitions.
- Install software, maintain and introduce training as needed.
- Maintain and secure passwords, file system security and data integrity for desktop environment.
- Maintain and update documentation of procedures and configurations.
- Manage entire purchase of inventory related to hardware, software and other IT supplies as well as planned and managed hardware/software IT budget.
- Develop and maintain vendor relations.
- Inform senior staff about industry innovations and recommend relevant upgrades.

Teacher and Librarian
KwaZulu Natal Department of Education & Esselen Heights Primary School

October 2011 to March 2014
KwaZulu Natal

- provide access to information resources through efficient and well-guided systems for organising, retrieving and circulating resources;
- provide training and assistance to students and staff in the effective use of these systems;
- interpret information systems and technologies for students and teachers in the context of curriculum programs;
- provide specialist assistance to students using technology and information resources in and beyond the school and for independent research;
- provide specialist assistance to students using the school information service facility for independent reading, viewing and listening.
- Desktop support technician and maintenance

Education

High School Diploma

Crystal Point Secondary School

Dec 2005

Durban, KZN

Currently Studying towards my Btech in Information technology **(1 Year Left)**

Richfield College

2022-2024

Durban, South Africa

Certification: Purecloud Implementation Engineer

Genesys

May 2017

Online

Certification: Six Sigma

Aveta Business Institute

July 2019

Online

Certification: Sharepoint Administrator

Think 360

November 2019

Durban, KZN