**Jose Joel Sandoval**

**Microsoft CRM Dynamics Developer and customization**

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**Professional Summary:**

* Over 15 years of experience in IT this includes 13 years of experience in Network Administration and more than 6 years of experience as Microsoft Dynamics CRM Developer.
* Responsible for gathering, prioritizing, understanding and translating client functional requirements.
* Experienced with setup, Security, Backup/Restore Process, Customization, Data Storage, Updates and Deployed Releases of Microsoft Dynamics CRM 2011, CRM 2013, CRM 2015, CRM 2016, Offices 365, Dynamic 365 On-Premise and online.
* Configure the application to meet a client’s requirements using the Microsoft Dynamics CRM Customization Tool, Workflow Tool, and SDK.
* Develop, prepare and present specialized reports, forecasts, pricing analyses, and other ad-hoc reports from MSCRM to C-level executive, directors, and department heads.
* Understand the functional capabilities and limitations for out of the box functionality as well as custom code.
* Manage operational requests and troubleshoot issues with MSCRM working cross-functionally with Sales, Finance, Marketing, and IT.
* Supports the inside sales team in utilizing MSCRM to attain their monthly and annual targets and operate with management.
* Prepared Reports to provide decision support for the Director of Business Development, managing market share data.
* Design and integrate business processes and data flows between CRM applications and other applications
* Conducted research to support Director in the identification of growth opportunities in current and potential markets.
* Accountabilities also include Build and maintain positive relationships with internal system users
* Experienced in Managing User accounts using Active Directory.
* Deploy CRM configure, and customizations plus report and dashboard creation.

**Certifications:**

Certified Microsoft Dynamics CRM 2013 CRM 2015 Deployment and Configuration (MB2-702)

Certified Microsoft Dynamics CRM 2013 CRM 2015 Developer and Customization (MB2-703)

**Technical Expert:**

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| --- | --- |
| **Dynamics CRM** | CRM 2013/2015, 2016CRM SDK, CRM forms, screens, views, workflows, reports |
| **Programming languages** | C#, ASP.NET, HTML, JavaScript, SQL Reporting Services. |
| **Virtualization**: | Solar Winds, VMware |
| **Network Tools** | TCP/IP, IPX, DLC/LLC, PPP, DNS, FTTP, LAN, WAN |
| **Operating Systems** | Windows XP, Vista, 7, 8, 10, SuSe Linux, Redhat Linus, Ubuntu Linux, Mac Os |
| **Systems/Hardware**: | HP, IBM, Dell, Intel, Data General, 3Com, Linksys. |
| **IT Infrastructure** | Equipment routers, switches, access points, etc, Phone system, Servers. Perform installation, configuration, maintenance, and troubleshooting of server equipment. |
| **Network Deployment** | Routers, Switches, Bridges, Firewalls, and Printers. |

**Strength – Microsoft Dynamics CRM**

Configure the application to meet a client’s requirements using the Microsoft Dynamics CRM Customization Tool, Workflow Tool, and SDK.   
Data migration and integration mappings.

On-Premise 2013 and On-Line versions 2016.

Architect/infrastructure.

**Professional Experience:**

**Client:** **CDC Atlanta Georgia June 2017 to July 2017**

**Organization: Corl Technology**

**Role: Microsoft Dynamics CRM Technical Consultant**

**Responsibilities:**

* Participating in the sessions with the clients, gathering and documenting business processes and requirements for the project.
* Assisting with Dynamics 365 CRM system, related customizations, portals, and reports to model the client’s organizational process.
* Advising customers on best practices for DYANMICS 365 Development.
* Writing technical specifications for planned work.
* Facilitating the completion, testing and deployment of development projects.
* Building the CRM forms, screens, and views, as well as Plugins, workflows and reports around the customer needs for an interface.
* Guiding projects along through daily communications with the customer and project manager.
* Resolving technical issues with CRM development and other few related technologies to CRM.
* Capable of handling new Extension of Dynamics 365 Field Service, Project Service Automation, voice of customer etc.
* Creating data migration and integration mappings.
* SSRS report writing and data schema knowledge using SQL and Fetch XML.
* With code and not necessarily related to code.

**Client:** **Carrington Mortgage Aliso Viejo California December 2016 to May 2017**

**Organization: Carrington**

**Role: Microsoft Dynamics Developer/Architect**

**Responsibilities:**

* Work on data integration using Scribe with MS Dynamics CRM.  Create/modify Scribe jobs and maintain the environment.
* Creation and modification of custom CRM entities and associated Forms and Views.
* Microsoft .NET development to extend the Microsoft Dynamics CRM platform (xRM)
* Implementation of custom CRM plug-ins and workflows.
* Set up and administration of Dynamics CRM user accounts, profiles, roles, and security
* Integration of Dynamics CRM with 3rd party applications.
* Integration with the Microsoft SharePoint 2010 platform and 3rd party HTTP/Windows file server.
* SSRS report design and development.
* Microsoft Dynamics CRM platform, the entity model, security model, and Web services.
* Knowledge of the xRM framework.
* .NET Framework and C# development experience including experience with the CRM API, REST/DATA, and SOAP endpoints.
* Architecting solutions that involve CRM customization to include Server Side code, custom business logic, integration modules, workflow assemblies, and plug-ins.
* Migrating data from one version of CRM to the next.
* ADO.NET, ASP.NET, Windows Communication, and Workflow Foundations.
* JavaScript, HTML design, and development experience.
* Work with our business analysts to understand corporate business requirements and processes to fit them into the CRM.
* Suggest and design appropriate data organization and reporting solutions for evolving business needs.
* Plan, design, develop, and implement solutions to extend Dynamics CRM 2016 Online for Government.
* Design and enforce security models and roles Integrate with the current environment - Dynamic 365, Active Directory, SAP ECC and BW, REST services, and Scribe, as required.
* Create custom plugins, workflows, entities, opportunities, campaigns, etc. utilizing the CRM SDK.
* Perform testing and validations of deployed changes.
* Document development and assist in the preparation of user guides and training materials.

**Client:** **CDC Atlanta Georgia Jul 2016 to December 2016**

**Organization: Dell Corporation**

**Role: Microsoft Dynamics Architect/Management**

**Responsibilities:**

* Responsible for protecting and securing all client data against unauthorized access to and/or improper transmission of information that could result in harm to a client.
* Primary support of CRM environment for Human Services Cluster.
* Perform application administration activities such as installation, managing security, configuration, and providing user support and training.
* Maintain and administer Microsoft Dynamics CRM platform including daily monitoring, troubleshooting, and performance analysis.
* Plan and implement patches and roll-ups.
* Work with Product Owner to define roadmap of CRM and assist when needed with the design, and development of solutions to address business needs.
* Responsible for account management and security controls within the CRM platform and ancillary systems.
* Identify opportunities to leverage CRM for efficiency and productivity gains.
* Responsible for Disaster Recovery testing and documentation.
* Responsible for reporting support for business users of CRM solution.
* Assist with other tasks and projects as assigned.
* Sales Service Modules
* Dynamics CRM v. 2011, 2013, 2015, 2016 and Dynamic 365
* Dynamics 365 configuration and development administrator.
* Dynamics CRM Configuration and deploy.
* EXTENSIVE experience Integrating Dynamics CRM.
* SQL Integration.
* SOAP Integration.
* TFS integration.
* Sam’s integration.
* SharePoint integration.

**Client: Southern New Hampshire University, Manchester, New Hampshire Nov 2015 to Jul 2016**

**Organization: Speare Technologies**

**Role: Microsoft Dynamics Sr. Developer/Architect**

**Responsibilities**

* Work directly with a Microsoft Dynamics development partner to coordinate the implementation of new CRM functionality, reports and dashboards.
* Dynamics performing setup, configuration, and maintain activities with the exception of custom code and development.
* Develop training materials and conduct sessions for end users. Act as a support resource for existing users post-training.
* Microsoft SQL Server tools and database design concepts including SQL, Views, Stored Procedures, Triggers, SSIS and SSRS.
* Analyze existing processes and make recommendations to better streamline the overall sales operations process within the CRM.
* Become the expert and administrator for all existing sales reports and dashboards, and work with sales and operations management to develop and launch new reports and dashboards.
* Ability to provide the first level of advice/assistance on procedures and work methods for software engineers and application developers.
* Provide CRM administration and operational support including user and security management, hierarchies, roles, lead import and management, view creation and administration, and more.
* Ability to customize CRM tool as needs change, and how to troubleshoot the system when problems arise.
* Strong ability to interface and cultivate good working relationships across departments.
* Delivering public web applications and sites.
* Dynamics CRM v. 2011, 2013, 2015 and Offices 365.
* Office 365 administrator, configuration and integrate it with Dynamics
* Experience developing thin client web and web services enterprise applications.
* Experience in both Agile Scrum and Waterfall development environments.

**Client: Solar 4 America, Jacksonville, FL Nov 2013 to Nov 2015**

**Organization: Sapeare Technologies**

**Role: Microsoft Dynamics Developer/Lead/Architect**

**Responsibilities:**

* Deliver projects and products using the appropriate project management methodology (Agile, Waterfall, Hybrid), learning & iterating frequently.
* Work with the Manager to define the roadmap for any given product and translate this into user stories.
* Web Development experience.
* Train internal team members and end users on the use of CRM.
* Lead the collaborative, dynamic planning process prioritizing the work that needs to be done against the capacity and capability of the team.
* Excellence at presenting complex development topics to both business executive and technical personnel to articulate architectural differences between solution methods and the challenges and approaches to integrating solutions built on different platforms including a working knowledge of different architectural frameworks that may be used by customers.
* Knowledge of specialized tools and solution providers of full application life cycle design tools and methodologies.
* Consulting skills with large enterprise deployment experience in complex heterogeneous environments.
* Supports the creation of a complex system being built on the Microsoft Dynamics CRM platform, version Dynamics CRM v. 2011, 2013, and Offices 365.
* Integration expertise with technologies such as SOAP, REST, MQ etc.
* Develops and delivers best practices, delivery templates.
* Maintains awareness of industry best practices and business levers for cloud offerings and understands how Creative practice areas interact.
* Ability to define the system landscape, to identify gaps between current and desired end-states, and deliver a robust solution.
* Provides IT expertise on cross functional teams to provide a complete solution that will include custom code when the out of the box functionality is insufficient.
* Participates in application design sessions and code reviews to ensure accuracy towards business requirements and development guidelines.
* Participates in the development of system/design documentation to facilitate knowledge transfer and increase application maintainability.
* Troubleshoots & debugs Internet software technologies.
* Develops and implements of front-end technologies and coding best practices.
* Provides supplemental support duties as part of a cross functional IT team to support end users of other IT systems and applications.

**Client: N3, Atlanta, GA Aug 2012 to Nov 2013**

**Organization: Sapeare Technologies**

**Role: Microsoft Dynamics lead/Architect**

**Responsibilities:**

* Create a project plan including hourly estimates by task and milestones to serve as a guide throughout the project.
* Evaluate current IMS data structure.
* Design new Project Management Database in Microsoft CRM.
* Prepare, import and verify data integrity in the new database.
* Conduct User Group interviews to assess needs and wants for new Project Management Database.
* Create custom data entry interface in Microsoft CRM.
* Create custom dashboards in Microsoft CRM.
* Create custom queries and design report templates in Microsoft CRM.
* Create custom export features to interface with Microsoft Access Financial Database and State of NC accounting.
* Test user interfaces and reporting functions with staff and revise accordingly.
* Develop and distribute training materials and perform training on a new database for DMS staff.
* .NET, SQL server, Power BI, SharePoint, Active Directory, JavaScript, C#, HTML 5 and Jquery.
* Possess the ability to lead design sessions and make appropriate decisions in creating an XRM solution.
* Provide strategic planning and process improvement recommendations.
* Provide training for Staff.
* Responsible for project scoping, requirements analysis, solution workshops, business blueprints, configuration, developer, and project.
* Upgrading Microsoft Dynamic CRM, 2011 2013, and Offices 365.
* Configure the application to meet a client's requirements using the Microsoft Dynamics CRM Customization Tool, Workflow Tool, or SDK.
* Identify creative workarounds to meet requirements without the development of custom code.
* Understand the functional capabilities and limitations for out of the box functionality as well as custom code.
* Data Migration CRM 2011, 2013.
* Participate in technical events & conferences as a subject matter expert on Dynamics CRM SDK and demonstrate key product features to the client.
* Understand the functional capabilities and limitations for out of the box functionality as well as custom code.
* Support B2B, B2C clients to determine business requirements to further develop the CRM.
* Design and integrate business processes and data flows between CRM applications and other applications.
* Deploy CRM configure, and customizations plus report and dashboard creation.
* Experience in medium to large Enterprise sized projects.

**Client: Barrister Global Services Network, Hammond, LA Oct 2010 to July 2012**

**Role: Network Administration /IT Infrastructure Manager**

**Responsibilities:**

* Engage with project teams on major initiatives to understand traffic volumes, workflows, and hardware requirements to plan for adequate capacity. Generate and analyze network utilization reports to identify areas of growth and requirements for upgrades and expansion.
* Oversee internal/external resources and IS relationships as it relates to designing and building projects, obtaining quotes and helping identify additional vendor partners as needed. Collaborate with internal and external technology firms to deliver quality technology solutions.
* Establish strong partner relationships. Bring together cross-functional teams comprised of business and I.S. personnel to identify and gain agreement on solutions to business needs.
* Present performance and capacity reports and roadmap for critical project and cost analyses.
* Identify capacity-related issues proactively and work with systems, network, application operations and engineering teams to discover resolutions.
* Development and implementation of security controls, policies, and procedures for a variety of platforms including Windows, Linux, Cisco, VMware, and proprietary vendor platforms.
* Expertise in systems administration, security tools, and security concepts combined with expert level knowledge of security practices.
* Experience in system hardening processes, tools, guidelines, and benchmarks. Strong hands-on knowledge of TCP/IP and networking technologies, including the ability to design and analyze firewall and network access controls lists.
* Ability to leverage vulnerability scanning systems and tools (Nmap, Nessus, Tripwire) to evaluate.
* Environment: Windows, Linux, Cisco, VMware, Nmap, Nessus, Tripwire, HIDS, HIPS, HATP.

**Client: Draexlmaier System, Duncan, SC May 2006 to October 2010**

**Role: IT Infrastructure/Development**

**Responsibilities:**

* Perform installation, configuration, maintenance, and troubleshooting of server equipment. Oversee installation, configuration, maintenance, and troubleshooting of end user workstation hardware, software and peripheral devices this with the guidance of Regional IT Management and GC-IT.
* Desktop application using Flash Technologies around video playback. Collaborate with Product Management on proof of concepts, demos, and prototypes.
* Be a key member of an experienced development team using existing knowledge. Document designs clearly and efficiently.
* Design and deploy company Local Area Network, Wireless networks, routers, hubs, switches, UPSs, and other hardware according to the company standards.
* Configure networks to ensure their smooth and reliable operation. Create and maintain documentation as it relates to network configuration, network mapping, processes, and service records.
* Implement and maintain policies, procedures, and associated training plans for network administration, usage, and disaster recovery.
* Practice network asset management, including inventory and related documentation and technical specifications information.
* Perform- server and security audits, and systems backup recovery. Interact with vendors, outsourcers, and contractors for products and services needed.
* Expertise in systems administration, security tools, and security concepts combined with expert level knowledge of security practices.
* Experience in system hardening processes, tools, guidelines, and benchmarks. Strong hands-on knowledge of TCP/IP and networking technologies, including the ability to design and analyze firewall and network access controls lists.
* Ability to leverage vulnerability scanning systems and tools (Nmap, Nessus, Tripwire) to evaluate security posture.
* .NET, SQL server, Power BI, SharePoint, Active Directory, JavaScript, C#, HTML 5 and JQuery.
* VMware and proprietary vendor platforms.
* Environment: Windows, Linux, Cisco, VMware, Nmap, Nessus, Tripwire, HIDS, HIPS, HATP.

**Client: Barrister Global Services Network, Hammond, LA February 2003 to March 2006**

**Role: Network Administration /IT Project Manager**

**Responsibilities:**

* Manage workflow, schedule (Provide a project schedule to identify when each task will be performed), and traffic projects from inception to completion to ensure timelines and budgets are met.
* Manage strategic digital marketing projects including website development, infrastructure projects, and integration of other legacy systems.
* Manage technology projects from research to deployment. Ensure strategy, design, and function for each project are met prior to client review.
* Help customers to find the best solution and problem-solving for their IT needs, with a special concentration on IT infrastructure Design, create, proof-read, edit.
* Maintain technical documentation, including technical user guides, manuals, test plans, and network deployment reports.
* Create convert Distributed Antenna System (DAS) AutoCAD schematics of legacy ships into Microsoft Visio documents to comply with a standardized format.
* Create, and update ship deployment and engineering reports, user manuals, a method of procedures (MOPs), new product specifications, and presentation materials.
* Organize documents according to established standards.
* As Network Engineering plan, and conduct site surveys for installation of distributed.
* Manage a GSM/CDMA system deployment project for all equipment, logistics, cabling vendor, and engineering tasks pertaining to the project are smoothly coordinately for turning up of the system according to budget and schedule.
* Environment: Windows, Linux, Cisco, VMware, Nmap, Nessus, Tripwire, HIDS, HIPS, HATP.

**Client: Suzuki Motor of America, Inc. Rome, GA January 2002 to February 2003**

**Role: IT specialist /Network Engineer**

**Responsibilities:**

* Facilitate strategic planning by developing I.S. strategy to support the business areas.
* Demonstrate leadership as a business-minded individual who regularly brings strategic insight and value to help the business areas.
* Uncover and present opportunities where I.S. can help improve the effectiveness of business areas through the deployment of new and/or enhanced systems, practices and processes.
* Worked in collaboration with engineering, and project management department to prepare various types of technical documentation for internal as well as customer records.
* Prepared Trend Analysis based on link Usage and Hardware Utilization.
* Provided 3rd level technical support on data network related issues.
* delivery organizations on necessary network strategy enhancements.
* Routers and Switching infrastructure management & configuration.
* Conducted network optimization and QoS Management.
* Installed and tested WMS GSM, and CDMA systems.
* Contributed to Network Design and Integration.
* Network IP address design and optimization.
* Environment: Windows, Linux, Cisco, VMware, Nmap, Nessus, Tripwire, HIDS, HIPS, HATP.

**Education:**

Washington Heights High School, Ogden, Utah, Diploma Technology, and Science from Kaplan University. (Completed some online courses)

Microsoft certificated

Microsoft training in CRM 2016