

CRM Administrator - Developer / SharePoint Administrator / .Net Application Developer CRM Administrator - Developer / SharePoint Administrator / .Net Application Developer CRM Administrator / SharePoint Administrator Oak Lawn, IL To obtain a position as a Sharepoint Administrator / Developer with the ability to utilize skills gained through work experience and education where I can be an asset to the company by continuing to learn and grow within the field

Work Experience CRM Administrator - Developer / SharePoint Administrator / .Net Application Developer ORBUS Exhibit & Display Group - Bolingbrook, IL September 2011 to Present CRM Administrator / Developer

- * Customize and Maintain CRM Environment
- * Support CRM Users by replying to their tickets in Help Desk pertaining to CRM
- * Modify Out of Box CRM SSRS Reports using Visual Studio or Report Builder
- * Create Custom SSRS Reports using Visual Studio
- * Create Workflows using Out of the box functionality
- * Create custom entities with custom functionality
- * Use Fetch XML Scripting with SOAP
- * Assisted in implementation / migration of CRM 2011
- * Use JavaScript to add custom functionality to entities
- * Implemented third party CRM solutions (ADX Studio)
- * Working closely with Microsoft Engineer to fix issues pertaining to CRM
- * Research and join forums to collaborate with other CRM Administrators on how to fix issues / bugs
- * Install Rollups
- * Install CRM Client for Outlook
- * Troubleshoot system issues
- * Create queries to update the system thru the backend using SQL Server Management Studio

SharePoint Administrator

- * Implement / Configure Sharepoint 2013
- * Implemented SharePoint 2010 in the organization
- * Configured all functionality of SharePoint 2010 along with configuring services
- * Assisted in moving the SharePoint databases to SQL Server 2012
- * Use an alias to link the WFE to the new SQL Server 2012
- * Configure / Maintain SharePoint 2010 through Central Administration
- * Create Sites / Update Sites / Support the Intranet Portal
- * Use Power shell to run scripts
- * Install and Update SharePoint by installing updates / patches
- * Work with all departments in the organization to update sites or to create new sites based on scope of the project
- * Implemented the use of InfoPath forms
- * Create workflows in sharepoint designer

Application Developer

- * Create and Maintain legacy .Net application
- * Troubleshoot CLR Applications
- * Rebuild and Recompile old .Net application
- * Troubleshoot old .Net application
- * Use tools to decompile dlls and recreate .Net application

Maintain ecommerce sites created by Ignify * Use Visual Studio to create reports or to update reports * Use SSRS Report Builder to maintain / update reports * Move / Configure Reporting Services on a new dedicated Virtual Machine Miscellaneous * Monitor Servers that run Microsoft SL ? Troubleshoot process manager server, Task manager server, and Process Engine Server when errors occur * Create Documentation on troubleshooting errors * Assist in adding users to AD * Maintain Application in IIS * Troubleshoot some Outlook 2010 Issues * Add third party CRM add-on for Outlook 2010 * Become a mentor and resource for a new team member Consultant Griffith Laboratories - Alsip, IL May 2010 to August 2010 SharePoint Content Specialist * Designed pages according to page specification provided by business and internal SharePoint developer * Gather components, reproduce internal design, and implement iterations of the page for different internal business units * Suggest ideas for page improvements * Created 8 internal business unit pages * Work with marketing managers and internal users to gather information * Use SharePoint's out of the box functionality to create pages according to page layout by duplicating design patterns and web parts * Train users by setting up a training seminars for all internal users that will be updating pages * Create web policies and procedures by documenting steps taken in creating and updating pages following the internal business web standards * Resize images and create animation gifs in Photoshop * Use Web Ex to set up meeting with the different business units * Use HTML to add or modify source code on the page/ web part * Add or Modify CSS for the page if needed Web Developer Emerson Process Management - Oak Forest, IL August 2007 to October 2009 * Created and Maintained Employee and Sales Intranet sites by using HTML, CSS, JavaScript, and VB script. * Updated text, images, and added important documentation to the database upon request using Rich Text Editor and Photoshop. * Setup meetings to work with employees through WebEx or Microsoft Live. * Worked on monthly tasks to update an employee Newsletter, Birthday and Anniversaries pages, and Financial Scorecards. * Created and maintained seven internet SharePoint sub sites according to specifications (<http://www2.emersonprocess.com/en-US/Pages/Home.aspx>) * Created SharePoint Extranet sites for specific business divisions, so the division could share information with Local Business Partners

in a secure environment. * Worked with SharePoint's out of box functionality to create sites and used different web parts throughout the site depending on the desired specification/structure. * Created different web forms for the websites depending on the specification given by departmental employee. * Worked on daily tasks that are entered into our projects SharePoint site for the purpose of updating the websites. * Worked on a team that consisted of three web developers which one of the developers / designer resided in Manila, Philippines. * Took the initiative to inform customers once the task was completed which in turn promoted great customer satisfaction. * Created or Updated HTML emails using a template. * Suggested new ideas to departments to structure their pages. * Worked with key marketing specialists to update the websites. * Worked closely with different departments to update their pages pertaining to their department. * Provided support to Internal Customers by providing excellent customer service. * Troubleshoot issues that were encountered on the web sites.

Education DePaul University College of Computing and Digital Media - Chicago, IL June 2011 Master of Information Systems Management in Information Systems Management Keller Graduate School of Management of DeVry University - Chicago, IL June 2009 Bachelor of Science in Technical Management in Technical Management DeVry University - Addison, IL October 2006 Associate in Applied Science in Business Computer Programming Northwestern Business College - Bridgeview, IL May 2005 Skills ASP, CSS, DREAMWEAVER, IIS, IIS 7 Additional Information TECHNICAL SKILLS / ABILITIES * Sharepoint 2013, SharePoint 2010, SharePoint 2007 (MOSS), SQL Server 2012, SQL Server 2005, SSRS, CRM 4.0, CRM 2011, Adobe CS3, Dreamweaver, Photoshop, HTML / CSS, Java Script, Visual Basic.Net 2008, SQL, C# 2010, ASP.Net 4 2010, and Visual Studio 2012, Visual Studio 2010, Visual Studio 2008, Visual Studio 2005, IIS 7, Add Users to AD, Troubleshoot Outlook 2010, Troubleshoot Window 7 * Microsoft Office (Word, Excel, PowerPoint, Outlook, Visio, and Projects) * Customer Service * Bi-lingual (English/Spanish)

Name: Madison Osborne

Email: warrensusan@example.com

Phone: 912-794-3467x8027