R S K Abbas

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https://portfolio-website-abbas.vercel.app/

PROFESSIONAL EXPERIENCE

Ford Motor Company   **07/2022 - Present**
Software Analyst

- Led the design and delivery of Master Search, a critical custom page integrated with Power Automate flows and custom connectors, now the core entry point for Ford's Customer Service Workspace (CSW) globally.
- Designed and implemented Power Automate Cloud Flows to automate repetitive tasks for Europe & NA Customer Care Agents, significantly reducing manual effort.
- Built 95+ custom dashboards and views in Dynamics 365 for Ford's Customer Service Agents to enhance data visualization.
- Spearheaded the development and deployment of Customer Service Workspace Application for Ford of Mexico Agents in Spanish, gaining expertise in RESX-based translation and tools like Easy Translator.
- Developed 5+ automated ETL pipelines using Azure Data Factory, reducing data processing time by 50% and ensuring 100% data accuracy across 100K+ records.
- Led Microsoft Wave UI & functionality testing (2023-2024), reporting and resolving 95% of issues pre-deployment through cross-functional collaboration with Microsoft.
- Delivered new features through biweekly releases, collaborating cross-functionally with product managers, QA teams, and other developers to meet evolving business needs.

Intern

- Designed and implemented Azure Synapse Link with ADF pipelines, enabling real-time data integration for analytics.
- Researched and implemented cost-saving solutions, reducing data export costs by 50% using Azure Synapse.
- Migrated schema and data using Configuration Migration Tool, improving deployment efficiency
- Handled Microsoft 365 CRM solution deployment, including workflows, plugins and web applications.

EDUCATION

Bachelor of Technology in Electronics and Communication Engineering
Vellore Institute of Technology • GPA: 8.5   Amaravati, India

SKILLS

- **Skills:** Azure Data Factory, Power Pages, Power Automate, SQL, Python, Dynamics 365 (CRM), C#, javascript, Power BI, Canvas Apps, Azure Synapse, Microsoft Dynamics 365 CE, plug-in development, Custom API, Custom Workflows

- **Tools:** Ribbon Workbench, XRM Toolbox, Visual Studio, Plugin Registration Tool, Jira, Power BI, Copilot Studio, SSMS, Configuration Migration Tool, Github, Hoppscotch, Postman

CERTIFICATIONS

AZ-900: Microsoft Azure Fundamentals
MB-910: Microsoft Dynamics 365 Fundamentals (CRM)
PL-900T00: Microsoft Power Platform Fundamentals