R S K Abbas

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PROFESSIONAL SUMMARY

Microsoft Dynamics 365 Developer with 3+ years of experience optimizing CRM solutions, automating workflows, and enhancing user experiences. Led projects that reduced manual efforts by 50% and improved CRM efficiency. Delivered multiple Dynamics 365 projects on time, actively contributing to all phases, from requirement gathering and analysis to solution design, implementation, testing, incident management, and post-go-live support. Specialized in Canvas Apps UI development and Power Automate Cloud Flows with a strong focus on customizations, workflows, and process optimization to enhance business efficiency. Known for problem solving, cross-functional collaboration, and continuous learning. Passionate about leveraging technology to improve customer experiences and streamline operations.

WORK EXPERIENCE

- **Ford Motor Company**   Full-Time
  Software Analyst   *07/2022 - Present*
  Core Competencies: CRM Customization & Configuration, Power Platform Development, Business Process Automation, CI/CD Deployment, Cloud Computing (Azure), ETL & Data Engineering, UI/UX Optimization
  - Designed and implemented Power Automate Cloud Flows to automate repetitive tasks for Europe & NA Customer Care Agents, significantly reducing manual effort.
  - 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.
  - Redesigned Canvas Apps UI, increasing user efficiency by 30% and accessibility compliance by 100%.
  - Led Microsoft Wave UI & functionality testing (2023-2024), reporting and resolving 95% of issues pre-deployment through cross-functional collaboration with Microsoft.
  - Built 95+ custom dashboards and views in Dynamics 365 for Ford's Customer Service Agents to enhance data visualization.
  - Developed 5+ automated ETL pipelines using Azure Data Factory, reducing data processing time by 50% and ensuring 100% data accuracy across 100K+ records.
  - Demonstrated success in delivering multiple Dynamics 365 projects on schedule with involvement in all phases from requirements gathering and analysis to solution design, implementation, testing, end user training and post go-live support.

- **Ford Motor Company**   Internship
  Junior Engineer   *02/2022 - 06/2022*
  Core Competencies Cross-functional Collaboration, Database Management, Cost and Performance Optimization
  - 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.
  - Achieved full-time promotion in 5 months (standard tenure: 7 months) due to high-impact contributions.

TECHNICAL SKILLS

- **Cloud & Data Engineering**: Azure Data Factory, Azure Synapse, Azure SQL Database, Azure Data Studio
- **Power Platform & Automation**: Power Automate, Power Pages, Power BI, Canvas Apps
- **Programming & Development**: Python, SQL, Dynamics 365 (CRM), Visual Studio, GitHub
- **Data Tools & ETL**: SSMS, Configuration Migration Tool, Excel, Azure Data Studio
- **XRM Tools**: Bulk Data Update/Delete, Easy Translator, Fetch XML builder, Plugin Registration, Web Resource Manager
- **Certifications**: AZ-900: Microsoft Azure Fundamentals, MB-910: Microsoft Dynamics 365 Fundamentals (CRM), MS-4005: Craft Effective Prompts for Microsoft Copilot for Microsoft 365, PL-900T00: Microsoft Power Platform Fundamentals

PROJECTS

- **Customer Service Workspace Translation for Ford of Mexico**:
  - Led and delivered the Customer Service Workspace Application in Spanish for Ford of Mexico Agents.
  - Built and customized dashboards and views for Ford's Customer Service Agents within Dynamics 365.
  - Gained extensive knowledge in RESX-based translation and tools like Easy Translator.
  - Ensured seamless localization of the application, improving user experience and adoption.

- **ETL Pipeline Automation**:
  - Designed an incremental data export process from Dynamics 365 CRM using Azure Synapse Link, Azure Data Factory, Azure SQL and Azure Data Lake Gen2.
  - Built ETL pipelines to automate data transformation and loading into SQL Database, reducing manual effort by 50%.
  - Collaborated closely with Business stakeholders and testing teams to support User Acceptance Testing (UAT) and ensured that solutions meet user needs.

EDUCATION

- **Vellore Institute of Technology**   Amaravati, India
  Bachelor of Technology in Electronics and Communication Engineering   *CGPA - 8.5*