**Ashok Kumar Singh**

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**Objective**

To work with a group of people where I can utilize my acquired knowledge & skills for the betterment of organization and subsequently gain expertise in my area of work.

**Professional Summary**

* Currently working with EY with overall work experience of 13+ years.
* Having **in-depth hands-on knowledge of all standard modules and Product features of Microsoft Dynamics D365,CRM 2016,2015, 2013, 2011 & 4.0 versions and also have extensive exposure in other areas of project execution** like Team Leading, Customer facing, Customer support, Requirement gathering and analysis, Business Consulting, POC Development and Demonstration to prospect Customers, Solution Designing & Implementation, Development and support of Business Solutions., Integration with other external Applications etc.
* D365 CRM Configuration and Implementation
* Efficient in implementing database concepts (t-Sql) and experience in creating custom reports (SSRS) and fetchXML.
* Experience in Coding and Debugging Web Applications using Microsoft Technologies ASP.NET, C#, SQL SERVER.
* Experience in Data Migration kingswaySoft and Data Integration.
* Have worked in to 8-9 end to end Implementation in to D365 CRM and Power Platform

**Specialized Skill**

* Customization changes in MS CRM 4.0, 2011,2013,2015,2016, D365
* Writing Plug-ins, Flows, Logic app, Web Services to implement the custom business logic.
* Making Custom and OOB workflows.
* Power Automate Flow, Logic app.
* Custom Reports in CRM.
* Integration of Dynamics CRM with Website, SharePoint, SAP, Oracle.
* Use of jQuery, Java Script as client-side scripting.
* Comfortable in Using CRM SDK.
* Analyzing the business requirements and creation of Technical Design documents.
* Power Platform, Power Portal, Modern Ribbon App, Power Automate.

**Certification**

**MB2-716**: Microsoft D365 Customization and Configuration

**PL- 400**: Microsoft Power Platform Developer

**AZ-900**: Microsoft Azure Fundamentals

**PL-900**: power platform fundamentals

**MCT**: Microsoft Certified Trainer

**Work Experience**

1. **E & Y**  
   Technical Architect June 2020-Till Date
2. **Accenture**  
   Team Lead Dec 2017-June 2020
3. **DXC Technology**  
   Sr. Software Engineer Feb 2015-Dec 2017
4. **Wipro InfoTech**  
   Sr. MSCRM Consultant May 2014-Nov 2014
5. **Microsoft Global Service**  
   Sr. MSCRM Consultant Sep 2012-April 2014
6. **Ebiz Artisans (Lucknow)**  
   Software Engineer (CRM 4.0,CRM2011) Nov 2010 - Aug 2012
7. **Swastik InfoTech(Noida)**  
   Software Engineer July 2009 - Jan 2010

**Technical Skills**

* Customization changes in MS CRM 4.0, 2011,2013,2015,2016, D365
* Writing Plug-ins, Flows, Logic app, Web Services to implement the custom business logic.
* Making Custom and OOB workflows.
* Power Automate Flow, Logic app.
* Custom Reports in CRM.
* Integration of Dynamics CRM with Website, SharePoint.
* Use of jQuery, Java Script as client-side scripting.
* Comfortable in Using CRM SDK.

**Award & Appreciation**

* ACE Award into Accenture year 2019
* Orange Award into Accenture year 2018
* AES Award in to DXC technology

**Personal Skills**

* Comprehensive problem-solving attitude
* Always willing to learn new things
* Flexible to work with any team environment

**Project Details**

**Company: EY**

**Project #1:**

Title **Unify**

**Client Unify**

Domain Sales, Service

Module **Microsoft Dynamics Sales App, 365 CRM Field Service, Customer Service**

Team Size 20

Role Technical Architect

Period Sep – 2019 to till date

Tool: XML, D 365,XRMToollBox,SSIS,Power BI

**Project Objective**

**“To ensure Queensland families, children and young people are cared for, protected, safe and able to reach their full potential through improved capability for our frontline staff, government agencies and partners to share information and integrate service delivery.”**

The Unify Program has been established to develop and implement a contemporary client and case management solution to support the current and future needs of child safety and youth justice services in Queensland.

The Department of Child Safety, Youth and Women in collaboration with the Youth Justice has undertaken a program to replace the existing ICMS application that is utilised to manage the delivery of services to the community for child safety and youth justice. Dynamics 365 Customer Engagement has been selected as the core business application along with Microsoft Azure services to be used for integration, business productivity, business intelligence and data platform.

##### Role and Responsibilities

* Requirement Analysis, Customer support, Business Consulting, Solution Designing & Implementation, Development and support of Business Solutions
* Mentoring team members
* Integration with, MS Flow, Logic App, D365 webhooks as plugins
* Coding involves JavaScript, Plug-ins, Workflows, Flows
* Unit Testing

**Company: EY**

**Project #2:**

Title **Microsoft - CocaCola**

**Client Microsoft**

Domain Sales, Service

Module **Microsoft Dynamics Sales App, 365 CRM Field Service, Customer Service**

Team Size 20

Role Technical Architect

Period Sep – 2019 to till date

Tool: XML, D 365,XRMToollBox,SSIS,Power BI

**Project Objective –** Project was based on Service Catalog for Coca Cola Company with different region of service request.

##### Role and Responsibilities

* Requirement Analysis, Customer support, Business Consulting, Solution Designing & Implementation, Development and support of Business Solutions
* Mentoring team members
* Integration with, MS Flow, Logic App, D365 webhooks as plugins
* Coding involves JavaScript, Plug-ins, Workflows, Flows
* Unit Testing

**Company: EY**

**Project #3:**

Title **Rheem**

**Client Rheem**

Domain Sales, Service

Module **Microsoft Dynamics Sales App, 365 CRM Field Service, Customer Service**

Team Size 20

Role Technical Architect

Period Sep – 2019 to till date

Tool: XML, D 365,XRMToollBox,SSIS,Power BI

**Project Objective –** Data Migration activities from Sugar CRM Rheem environment to Migrate data in D365 CRM.

##### Role and Responsibilities

* Requirement Analysis, Customer support, Business Consulting, Solution Designing & Implementation, Development and support of Business Solutions
* Mentoring team members
* Integration with, MS Flow, Logic App, D365 webhooks as plugins
* Coding involves JavaScript, Plug-ins, Workflows, Flows
* Unit Testing

**Company: Accenture**

Title **GDPR**

ClientRBS

Domain Sales, Service

Module **Customer Service,Sales**

Team Size 8

Role Team Lead

Period March 2018 – 2019 to June 2020

Tool: XML,D 365,XRMTollBox,SSIS,Data Migration

**Project Objective**

GDPR (General Data Protection Regulation) is regulation in EU law on data protection and privacy.Worked in to all 4 pillers of GDPR

1. Data Minimization
2. Data Retention
3. Data Extraction

4 –UAC (User Access Control)

##### Role and Responsibilities

Involved in coding, design,Direct Handles to clients and involve in all phase of project.

**Company: DXC Technology**

Title **JNBS Sales Flow**

ClientJNBS

Domain Sales, Service

Module **Customer Service,Sales**

Team Size 14

Role Sr Software Engineer

Period Nov 2016 – 2019 to June 2017

Tool: Ajax Control, XML,MSCRM 2016 Developer & Integration using WCF,

**Project Objective**

Banking Domain Project, contains overall functionality of Sales Flow of MSCRM 2016.Different types of security roles for different users and team. Workflows for flow data from one Entity to Others.

**Roles and responsibly:**

Involved in coding, design

Title **FATCA**

ClientJNBS

Domain Sales, Service

Module **Customer Service, Sales**

Team Size 5

Role Sr Software Engineer

Period Feb 2015 – March 2016

Tool: C#,Javascript

**Project Objective**

FATCA stands for The Foreign Account Tax Compliance Act (FATCA). The objective of FATCA as stated by the US Government is to reduce tax evasion by preventing “US Persons” from using offshore entities to avoid US taxation on their income and assets.

**Roles and responsibly:**

Involved in coding, design

**Company: Wipro**

**Project Name:** DEN Networks

**Client:** DEN

**Role in that project: MSCRM** 2013 Developer & Integration using WCF

**Languages:** C#, JavaScript

**Tools:** Ribbon Editor Workbench, Plugin Registration, Stunnware Tools (Fetch XML)

**Data Base:** Sql server 2012

**Dates from to end:** May 2014 to Till Date

**Description :**

This Project is based on CRM 2013.Project is related to the telecom domain for broadband and cable connection. Project is basically have CRM 2013 integration with other third party (Billing and Inventory, Provisioning)

**Roles and responsibly:**

* All customization all JavaScript code, and relationship b/w modules and entities.
* Write Plugin, Workflow and Dialogs Process.
* Create Reports of Different Modules.
* Using WCF Integrate asp.net with CRM.
* Import and Export Managed Solution.
* Fix bugs on the project.
* Enhancement for customer requirement.
* Manage Reports in different modules.

**Team Size:** 8

**Company: Microsoft**

**Project Name:** IRPC (Intake, Response, & Product Complaints (IRPC) – Product Complaints)

**Client:** AMGEN

**Role in that project: MSCRM** Developer

**Languages:** C#, JavaScript

**Tools:** Site Map Editor, Ribbon Editor,Plugin Registration, Stunnware Tools (Fetch XML)

**Data Base:** Sql server 2008

**Dates from to end:** Sep 2012 to Till Date

**Description :**

This Project is based on CRM 2011.Project is basically based in different modules Intake, MIR (Medical Info) and Product Complaint. Amgen is one of big medical company where this project used for medical purpose.

**Roles and responsibly:**

* All customization all JavaScript code, and relationship b/w modules and entities.
* Write Plugin, Workflow and Dialogs Process.
* Create Reports of Different Modules.
* Create Services for integrate with Website using C#.
* Import and Export Managed Solution.
* Fix bugs on the project.
* Enhancement for customer requirement.
* Manage Reports in different modules.

**Team Size:** 8

**Company: Ebiz Artisans**

**Project Name:** Diversified Exhibition

**Client**: Axem Pty Pvt LTD

**Role in that project:** Software Engineer

**Environment:**

1. **Languages:** C# , JavaScript, jquery ,json

**Tools:** Ribbon Editor, Plugin Registration, Stunnware Tools (Fetch XML)

**Data Base:** Sql server 2008

**Dates from to end:** Nov 2011 to Aug 2012

**Description :**

This Project is based on CRM 2011.Project is basically based in different modules life sales and marketing of CRM functionality. Project is depend upon the different fair are organize by the members or nonmember peoples for any event.

**Roles and responsibly:**

* All customization all JavaScript code, and relationship b/w modules and entities.
* Write Plugin, Workflow and Dialogs Process.
* Create Reports of Different Modules.
* Create Services for integrate with Website using C#.

Import and Export Managed Solution.

**Team Size:** 5

**Project Name: Wheeler**

**Client**: Axem Pty Pvt LTD

**Role in that project: Software** Engineer

**Environment:**

**Languages:** C#, JavaScript, jquery, json

**Tools:** Ribbon Editor, Plugin Registration, Stunnware Tools (Fetch XML)

**Data Base:** Sql server 2008

**Dates from to end:** Nov 2010 to Jan 2012

**Description :**

Wheeler is organization of AUS country which provide different events (Drama, Music, and Social). According to event requirement we have to generate seating layout for contacts who participate in events. This Project is based on CRM 2011.Project is basically based in different modules life sales and marketing of CRM functionality. Project is depending upon the seating arrangement of wheeler members or nonmember peoples for any event.

**Roles and responsibly:**

* All customization all JavaScript code, and relationship b/w modules and entities.
* Write Plugin, Workflow and Dialogs Process.
* Create Reports of Different Modules.
* Create Services for integrate with Website using C#.
* Import and Export Managed Solution.
* Upgrade the Version.

**Team Size:** 7

**Project Name:** Limbs4life

**Client**: Axem Pty Pvt LTD

**Role in that project: Associate** Software Engineer

**Environment:**

**Languages:** C#, JavaScript

**Tools:** Plugin Registration

**Data Base:** Sql server 2005

**Dates from to end:** Nov 2010 to Jan 2012

**Description :**

This project is based on CRM 4.0 I have worked in Sales and Marketing modules of project. Project have detail about volunteers and Sponcers for peoples who have physical challenge, according to problem provide volunteers for make easy his life.

**Roles and responsibly:**

* All customization all JavaScript code, and relationship b/w modules and entities.
* Write Plugin, Workflow.
* Create Reports of Different Modules.
* Create Services for integrate with Asp.net using C#

Create Payment Basket and web services for call API for making payment.

**Team Size:** 7

**Education**

* Master’s in computer application (2006-2009)
* Graduation B.Sc. (Computer Application) (2002-2005)

**Personal Details**

Sex : Male

Marital Status : Married

Languages : English, Hindi

**Declaration**

I hereby declare that the information furnished above is true to the best of my knowledge.

**Date:**

**Place:** Gurugram

[Ashok Kumar Singh]