**Ashok Kumar Singh**

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**Professional Profile**

* **Around 13 year of experience in Software Engineering & Development, across domains.**
* Have worked on CRM4.0, CRM 2011, and CRM 2013, CRM 2015, CRM 2016, D365
* Adept at producing technical solutions. Broad expertise in web application design/development, database (SQL Server), integration, project management and technical support.

**Microsoft Dynamics CRM**

* Vertical Solutions Design
* Have worked in to 8-9 end to end Implementation in to D365 and Power Platform.
* Align MS CRM’s Sales, Marketing & Services Modules to the Business Strategy
* Requirement Analysis and Feature mapping, End Users Trainings.
* MS CRM Configuration and Implementation
* Custom Enhancements Development (.net development)
* Customization, Jscript, Workflows & Sales Processes, Plug-ins, SRS Reports
* Microsoft CRM Integration with other applications

Tools and technologies: CRM SDK, ASP.NET, C#, XML, Jscript, SQL Server, Reporting Services

Worked in new features of D365(Power Apps Sales AI,UCI,CafeX)

* Align MS CRM’s Sales, Marketing & Services Modules to the Business Strategy
* Requirement Analysis and Feature mapping, End Users Trainings.
* MS CRM Configuration and Implementation
* Custom Enhancements Development (.net development)
* Customization, Jscript, Workflows & Sales Processes, Plug-ins, SRS Reports
* Microsoft CRM Integration with other applications

Tools and technologies: CRM SDK, ASP.NET, C#, XML, Jscript, SQL Server, Reporting Services

**Certification-**

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

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

**AZ-900**: Microsoft Azure Fundamentals

**PL-900**: power platform fundamentals

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

**MCT**: Microsoft Certified Trainer

**Technical Experience-**

* 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.

Analyzing the business requirements and creation of Technical Design documents

**Awards & Appreciations-**

* 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

**Professional Experience-**

**1. E & Y**Technical Architect June 2020-Till Date

**Previous Work Experience:**

**1. Accenture**Team Lead Dec 2017-June 2020

**2. DXC Technology**  
Sr. Software Engineer Feb 2015-Dec 2017

**3. Wipro InfoTech**  
Sr. MSCRM Consultant May 2014-Nov 2014  
  
**4. Microsoft Global Service**  
Sr. MSCRM Consultant Sep 2012-April 2014

**5. Ebiz Artisans (Lucknow)**  
Software Engineer (CRM 4.0,CRM2011) Nov 2010 - Aug 2012  
  
**5. Swastik InfoTech(Noida)**  
Software Engineer July 2009 - Jan 2010

**Project in E & Y**

**Project Name: Unify**

**Client**: Unify

**Role in that project:** Technical Architect

**Languages:** C#, JavaScript, JSON, JQuery

**Tools:** XML,D 365,XRMToollBox,SSIS,Data Migration,Power Automate,Power BI,Power Apps.

**Data Base:** Sql server 2017

**D365 CRM –** Plugin,workflow,Power BI,BPF,Javascript

**Dates from to end: March** 2020 to Till Date

**Description :**

**“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.

**Roles and responsibly:**

Involve in to Product Design, Support team for ,ER Diagram ,Product Architecture Diagram. Involved in coding, design, Direct Handles to clients and involve in all phase of project.

**Team Size: 16**

**Project in Accenture**

**Project Name: GDPR**

**Client**: RBS

**Role in that project: Team Lead**

**Languages:** C#, JavaScript, JSON, JQuery

**Tools:** XML,D 365,XRMTollBox,SSIS,Data Migration

**Data Base:** Sql server 2014

**D365 CRM –** Plugin,workflow,SSIS Migration

**Dates from to end: March** 2018 to June 2020

**Description :**

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)

**Roles and responsibly:**

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

**Team Size: 8**

**Project in Xchanging**

**Project Name:** JNBS Sales Flow

**Client**: JNBS

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

**Languages:** C#, JavaScript, JSON, JQuery

**Tools:** Ajax Control, XML,MSCRM 2016 Developer & Integration using WCF, XRMToolBox

**Data Base:** Sql server 2010

**Dates from to end:** Nov 2016 to Dec 2017

**Description :**

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

**Team Size:** 14

**Project Name:** FATCA

**Client**: JNBS

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

**Languages:** C#, JavaScript

**Tools:** Ajax Control, XML,MSCRM 2013 Developer & Integration using WCF

**Data Base:** Sql server 2012

**Dates from to end:** Feb 2015 to Till Date

**Description :**

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

**Team Size:** 5

**Projects in 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

**Projects in 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

**Projects in 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

**Project in Swastik Infotech**

**Project Name: Web** Based Claims Processing System (WCPS)

**Client**: Northern Technology

**Role in that project: Software** Developer

**Languages:** Asp.Net, C#, JavaScript

**Tools:** Ajax Control, Grid view, XML

**Data Base:** Sql server 2005

**Dates from to end:** July 2009 to Jan 2010

**Description :**

Web Based Claims Processing System (WCPS) developed in ASP.Net (C#) so that the employee can fill the form online and submit it so that the form is sent to Claim Processing Department (CPD) through Internet. At CPD, the form needs to be checked automatically by a program which will compute the amount that needs to be reimbursed to the employee for the treatment undertaken.

**Roles and responsibly:**

Involved in coding, design

**Team Size:** 5

# PROFESSIONAL QUALIFICATION

Master of Computer Application (MCA) (Regular) **2006-2009**

**PERSONAL DETAILS**

**Father’s Name**: Sri Niranjan Singh

**Date of Birth:** 18th Sep 1984

**Language Known**: Hindi, English.

**Address Sec-22, Gurgaon**

**Date:**

**Place: Gurgaon**

**(Ashok Kumar Singh)**