

Nithin Krishna

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- Over 8 years of Professional experience in Microsoft Dynamics CRM 4.0, Microsoft Dynamics CRM 2011, Microsoft Dynamics 2013, Microsoft Dynamics CRM 2015/2016, MS Dynamic 365 and Microsoft Power Platform.
- Good experience in Software Development Lifecycle (SDLC) using various software development methodologies such as: Waterfall and Agile.
- Good Functional Experience in Marketing, Sales, Service, Customer Service, Field Service, Loyalty and CPQ
- Experience in customizing Dynamics 365 Customer Engagement platform.
- Good experience in Analysis, design, development, Testing, deployment and operation of CRM software in Enterprise environment
- Proficient in developing plugins and custom workflows using Early Bound and Late Bound approaches
- Proficiency in writing JavaScript for form level validation, record creation and getting data using AJAX/JSON call using CRM web services and OData Queries.
- Proficiency in doing customization in Microsoft Dynamics CRM such as: Entity Customization, creating and managing Entity Relationships and Relationship Behaviors, Form Customization, View Customization and Ribbon Customization using Ribbon Workbench and Ribbon editor.
- Proficiency in creating, exporting and importing Managed Solution and Unmanaged Solutions both manually and by building Azure DevOps CI/CD pipelines.
- Hands on Experience with CRM Development Tools like Plugin Registration Tool, CRM SDK, XRMToolBox, Visual Studio and CRM Data Migration Tool for data Migration Between the two organizations.
- Good hands on experience in administering, installation and configuring environments like Dev, Test, SIT, UAT and Production Environments.
- Good experience in Data Migration from legacy systems, different CRM systems like Oracle, SalesLogix, SAP etc. using ETL tools like SSIS, Scribe Insight, Scribe Online, Azure Synapse, Azure Data Factory and CRM Data Import.
- Experience in writing TSQL Queries, Stored Procedures, and Functions in SQL Server.
- Good experience of creating various custom utilities, schedulers etc.
- Good Experience in UI Testing, Unit Testing, System Testing, System Integration, Regression, Automation, Performance and User Acceptance Testing.
- Good Experience in Documentation includes Functional, Technical, Unit Test, Test plan, Traceability Matrix, Defect Consolidation Log, and Defect Tracking Form and DSR
- Experience in strategic business process modeling, traceability and quality management techniques.
- Experience in developing and leveraging various modeling techniques for requirements elicitation (use cases, wireframes (figma)/conceptual prototypes, process flow diagrams, etc.).
- Excellent interpersonal, facilitation, oral and written communication skills.

Skills

Enterprise Technologies

Microsoft Dynamics 365, Power Apps, Microsoft Dynamics AX 2012, Microsoft Dynamics AX 2012 R2, R3, Microsoft Dynamics GP

.NET Technologies

Microsoft Visual Studio, .NET framework 3.5/4.0, C#, ASP.NET, ADO.NET, Web Services, Windows Communication Foundation, Windows Workflow

Reporting Tools

SQL Server Reporting Services (SSRS), Power BI

Web Technologies

HTML, XML, XSLT, JavaScript, CSS, MVC 4.0/3.0/2.0, TypeScript

Database

MS SQL Server 2008/2012, MS Access

Other Tools

Azure Data Factory, Azure Synapse, Figma, Playwright, Document Core Pack, Oracle AIA, IBM WebSphere, SSIS, Microsoft Office, Visio, VSS, Java, J2EE

Certificates

- Microsoft Certified: Power Platform Fundamentals [↗](#)
- Microsoft Certified: Dynamics 365 Fundamentals (CRM) [↗](#)

Professional Experience

Sr MS Dynamics CRM Developer

State of Illinois (DCFS), Deloitte

2024/01 – present
Springfield, IL, USA

- Involved in requirements gathering, analysis, project planning and resolving.
- Customized MS Dynamics 365 application based on the business requirement.
- Created Organizations, Business units, Teams and their relationships. Dataverse Configuration, creating Custom Entities, Custom attributes for individual business units, in MS Dynamics CRM according to their business process.
- Customized MS Dynamics CRM 365 application based on the business requirement.
- Created Power Automate Flows for all the possible automations wherever required, eliminating custom JavaScript and Plugins so that versioning issues will not arise in the future.
- Developed client Application and Internet-facing Power Pages portal. Where the external users perform the business actions.
- Worked around Azure AD and Azure AD B2C for providing access to Power Pages Portal.
- Developed client Application and Internet-facing Web app using ADX studios libraries using C#, XAML and .NET development environment.
- Major role in the development of the web application using ASP.NET MVC 4.0, C#, JavaScript, jQuery, Bootstrap, ADO.NET and AJAX.
- Collected existing infrastructure information including Active Directory, SQL server, Reporting Server instance for implementation of MS Dynamics CRM 365 system.
- Developed complex reports using SSRS and deployed into MS CRM.
- Imported contacts from existing application into MS Dynamics CRM 365 using the WCF service.
- Worked with Data Analytics team closely to develop complex Power BI Reports and deployed them into MS CRM.
- Created complex power Automate flows including connectors like Adobe Sign, which lets the end user enter the details requested by the business. Also created Document templates with Adobe Sign expressions.
- Created various document templates, which are used to communicate with the end users.
- Created Custom Plugins, Custom Workflow, Custom Actions, Business process,
- Custom Forms and integrated with CRM.
- Used CRMSDK to perform operations on CRM Entities.
- Used SOAPUI to test the REST Web service call
- Involved in the design and development of WinForms using C#
- Involved in developing WCF Service using SOAP/HTTP to communicate with legacy systems and also deployed web services as per business requirements.
- Created Power BI Dashboards.
- Experience in developing report such SQL Server Reporting Services (SSRS), SSAS, MDX, Power BI, CUBES, SQL Server Integration Services (SSIS), DTS Packages and Performance tuning.
- Adding the feeds and scheduling the jobs.
- Integrated SharePoint online and on-premise to CRM 365.
- Implementing agile methodology. Worked with setting up organizations in DEV, QA, Staging and Production Environments.
- Deployed managed and unmanaged solutions in different Organizations.
- Worked on supporting the Microsoft Dynamics CRM 365 production environment and resolving the issues for CRM production environment

Environment:

.Net 4.5, Microsoft Dynamics AX 2012 R3, ASP.Net MVC 4, Visual Studio 2015/2017
Ajax, JSON, SQL Server 2008/ 2012/2016, C#.Net, Win forms, HTML, Entity
Framework, JavaScript, JQuery, Angular JS, Bootstrap, CSS, TFS, SSRS Reports WCF,C#.

Sr MS Dynamics Developer

Board of Supervisors, Los Angeles County

2022/08 – 2023/12

Los Angeles,

United States

- Developed MS Dynamics 365 application based on the business requirement.
- Created Custom Entities, Custom attributes for individual business units, in MS Dynamics CRM according to their business process.
- Customized MS Dynamics CRM 365 application based on the business requirement.
- Customization of Marketing and Fund Raising module which is a Microsoft Pilot module.
- Migrated the legacy application from MS Dynamics CRM 2016 to MS Dynamics 365.
- Integration of CRM module with Oracle Fusion applications.
- Examined their present business procedures and CRM deployment.
- Collaborated with project management to update the client on status.
- Project-specific standards and development oversight are offered.
- Examined design documents that included requirements and behavior details.
- Actively engaged in meetings for testing, deployment planning, and development.
- Developed CRM Plug-in and Custom Workflow activities in great detail.
- Helped set up CRM and QA training environments.
- Worked on Dynamics 365's Field Service Automation and Project Service Automation modules.
- Provided administrative, managerial, and end user training on how to maximize their CRM deployment, along with the development of strategic training materials.
- Road maps for upcoming CRM improvements were supplied.
- Developed whole application with the motto of Microsoft Low-Code No- Code approach.
- Employed North52 for all the configurations and Business Rules.
- Developed various Power BI Reports and Dashboards out of the Dataverse Data for the clients.

Environment:

MS Dynamics CRM, XRM Toolbox, ASP.Net MVC 4, LDAP, Azure, Postman tool, SSRS, C#.Net, Ribbon Workbench, Bootstrap, C#, Power BI, WebAPI, JavaScript, AD Browser, Web Resource Updater, Visual Studio 2017.

MS Dynamics 365 CRM Associate Developer

Cognizant

2020/01 – 2021/12

Hyderabad, India

- Integrated MSCRM with Messaging system at HCR via WCF services, CRM Plug-in, Custom CRM Jobs.
- Analysis of their current CRM implementation and business practices.
- Worked with Project Management to provide status to the customer.
- Development oversight and standards provided for the project.
- Reviewed design documents detailing behaviors and requirements.
- Actively participated in Development, Testing and Deployment Planning meetings.
- Designing the entity model within Dataverse
- Extensively worked on CRM Plug-in& Custom Workflow activities development.
- Implementing Create, Read, Update, and Delete (CRUD) operations using OData.
- Worked with setting up QA, Training CRM environments.
- Developed strategic training materials and deliver administration, managing, and end user training on how to get the most out of their CRM implementation.
- Provided Road maps for future CRM enhancements.
- Created branches in TFS.
- Deployed .net applications in servers.

- Created a site for .net application.
- Involved in design and development of integrated solutions of Microsoft Dynamics
- CRM with the web portal using WCF services and ASP.Net. Performed administrator tasks like backup, restore, maintenance of databases, creating security roles, sharing of records across teams etc.
- Developed Duplicate detection rules to prevent Duplication in Cross entities. Provided necessary assistance for packaging / deployment of application into QA, Staging, Production.
- Involved in migration of the current Microsoft Dynamics CRM 2016 version to the CRM 365 version.

Environment:

MS SQL Server 2012, XRM Toolkit, SQL Server Reporting Services, TFS, VS 2012, C#, Plug-in, J-Script, HTML, XML, WCF Services.

MS Dynamics CRM Developer

2017/05 – 2019/12

HCL

Chennai, India

- Requirement gathering, analysis and project planning.
- Created several plug-ins and workflows for enhancing the system and maintain data integrity.
- Designed Analysis tool using Angular JS, Bootstrap & embedded inside dynamics CRM for the user to work with data.
- Implemented various filters which enables the user to filter data based on user choice & present the analysis
- Ability to import the data on which analysis is performed into Dynamics CRM.
- Worked on rules to group the people with similar skills into resource groups using a service scheduler.
- Creating SSRS reports for service module and financial data using joins and pivot tables.
- Used MS Dynamics CRM to customize system components such as forms, views, entities, attributes, relationships, and entity mappings according to entities in real estate domain based on some business stories.
- Azure infrastructure enterprise level projects that design and deploy cloud environments for hosting business application services
- Designing, testing, and implementing application services migrations in both a manual and automated manner
- Working closely with client operational resources in updating their on-premise practices to include cloud
- Managed a combination of on-shore and off-shore resources Working closely with application, network, and security teams to ensure requirements are reflected appropriately in the Azure design.
- Designed plug-ins to populate case-id on creation of new case for service module.
- Migration of data from Excel source to CRM using Import wizard.
- Created custom solution that contains entities, workflows, global option sets and plugin steps. This custom solution is used to deploy in Quality and Production environments.
- Integrated with various Internal and External applications.
- Create blueprints for hybrid cloud infrastructures centered around Azure cloud
- Worked on Plugins, Parallel Workflows, Business rules and Business Process flows to automate the business processes.
- Used TFS for the source & document version control

Environment:

MS Dynamics CRM, XRM Toolbox, LDAP, Azure, Postman tool, SSRS, Ribbon Workbench, Bootstrap, Visual Studio 2017, C#, Power BI, WebAPI, JavaScript, AD Browser, Web Resource Updater.

MS Dynamics CRM Developer

ARi Global Solutions

2015/07 – 2017/04

Chennai, India

- Developed configuration workflows for multiple product lines
- Responsible for timely testing and bug fixing.
- Responsible for designing, development and support services of Microsoft Dynamics CRM Application in Sales and Service Modules.
- Created several plug-ins and workflows for enhancing the system and maintain data integrity.
- Participated in application design sessions and code reviews to ensure accuracy towards business requirements and development guidelines.
- Troubleshooting and coordinated deployment between environments with other teams
Provided technical guidance to the team and participated in several sessions of code review.
- Participated in the development of system/design documentation to facilitate knowledge transfer and increase application maintainability.
- Used various report items like tables, sub report and charts to develop the reports in SSRS and Power BI.
- Written Test Cases documents after analyzing Requirements and Use Cases.
- Prepared Test Data as per the test cases documented in the test plan.
- Developed Defect Management reports and involved in Defect Triage meeting daily.
- Performed Loan origination Web Services testing.
- Used SOAP UI tool for Web Services testing.

Environment:

MS Dynamics CRM, Visual Studio 2015, .Net Framework 4.6, C#,Plugin Registration Tool,CRM SDK, XRMToolBox,Html, JavaScript, Microsoft SQL Server 2008/2012, Kingsway soft, Azure, Web services, Web API, TFS, Power BI ,SharePoint.

Education

Master of Science in Information Systems and Technologies

University of North Texas

2022/01 – 2022/12

Denton, TX,
United States