

Sai Shanthan
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Summary:

- 8+ years of experience, as a software developer proficiency in **Software Development Life Cycle (SDLC)**, in Requirements gathering, Analysis and Design, Coding, Configuration, Management and implementation of various intranet, client-server and web enabled applications.
- Diverse experience in programming with **.NET Framework** using technology **ASP.NET, ASP.NET MVC, C# with Web Services, JavaScript, HTML, CSS, XML, jQuery, Bootstrap**.
- Knowledge of **Power Automate (Flow)**, Model Driven Apps, and **Power Apps portals** and integrating model driven apps to the new **Unified Client Interface** in Dynamics 365.
- Experience with Solution Architect in designing and implementing a Field Service platform, **Dynamics 2011, Dynamics 2013, Dynamics 2015 and Dynamics 365 CE**, working with plugins, workflows, security model, charts and dashboards.
- Experience in implementing and maintaining access controls, **Microsoft CRM SDK, Queue management** and routing, Data imports etc.
- Proficient in Coding, Development, Testing and Deploying of CRM Dynamics Customizations, CRM SDK Plugins, Custom Workflows, Business Process, Custom Actions, Sub grids, Dialogs, Web Resources, Client Extensions, Ribbons, Dashboards.
- Proficient in **Microsoft Dynamics CRM/XRM 365** (both on-line cloud and on premise), utilizing ODATA REST API, Web API, .Net Framework, JavaScript and XRM (formContext, executionContext) model, MS Dynamics CRM SDK application development.
- Hands on experience in configuring, **Power Apps, Dynamics portal** with Dynamics CRM.
- Used **SQL Server Reporting Services (SSRS)** to design and develop solutions to create business reports relating to agents, administrators.
- Having knowledgeable experience in Continuous Integration/Deployment and using tools like **Git, Jenkins, VSTS etc**.
- Well versed in developing database programs like **Stored Procedures, User Defined Functions, Triggers**, Packages and implementation scripts (Batch Scripts) on PL/SQL & T-SQL using Microsoft SQL Server.
- Extensive experience in using tools like **Fiddler, Postman, Firebug and Developer Tools** to debug and troubleshoot the Web API RESTful Services.
- Have good experience of using **defect tracking tools JIRA** and documentation tools like **Confluence and Wiki Pages** and experience in technical design document, Use cases, Test cases and User manuals for various projects.
- Extensive working experience in performing **unit, integration and functional testing** using XRMFakeEasy, NUNIT and MSUnit.
- Experience using **Microsoft Visual Source Safe (VSS)** Source code control system, **Team Foundation Server (TFS), SVN and GitHub** for version Control.

Skills and Expertise:

Programming Languages	C++, C# .NET(4.5/4.0) , HTML, CSS,T-SQL, PL/SQL, LINQ
Web Technologies	ASP.NET 4.0/3.5, ASP.NET, MVC 4.0/3.0, ASP.NET, Ajax 3.0/2.0, Javascript, JQuery
Xml Technologies	XML, XDOCUMENT, XSLT, XPATH, XSL
IDE Tools	Visual Studio 2017/2015/2012, SQL Server Management Studio, SQL Server BI studio, Power BI
Databases	MS SQL SERVER 2012/2016, MSAccess 2010, SQL Server 2012/2008/2005/2000
Reporting Tools	SQL Server Reporting Services (SSRS 2008/2005), Crystal Reports (2010/9/8.5/8)
ETL Tools	SQL Server Integration Services (SSIS 2016/2014)
Modeling Tools	UML,MS Visio 2013/2010
Version Control Tools	Team Foundation Server(2013), GitHub, Azure Repo
CRM and ERP Tools	Microsoft Dynamics 2011/2015(online), Dynamics 365, Microsoft Dynamics AX 2009, 2012, R2, R3, AX7

Middleware	WCF, ASP.NET 4.0/3.5, Web Services, MVC WEB API
Servers	Windows Server 2016/2012, Microsoft IIS(8.5/7.0)
Others	MS Unit, SSIS, Oracle FileNet, SmartyStreets, JIRA, RightFax, PCF, Power Apps, Microsoft Flow, XRMFakeEasy, BootStrap, XRM Toolbox, Logic Apps, Dynamics Portals, Liquid Templates, Azure DevOps, Azure Blob, XRMTToolkit, JIRA

Professional Experience:

US Bank, Minnesota (Remote)

Jan 2023 to till date

Sr. Microsoft Dynamics CRM 365 Developer

Responsibilities:

- Worked in an Agile environment, involving story grooming, scrum ceremonies, Capacity planning, Velocity planning as needed.
- Experience working in on-shore/off-shore model leading teams and managing work assignments, code reviews and delivery as per sprint plans and to ensure quality and on-time deliverables.
- Lead a team for Implementation of Dynamics 365 Field Service
- Involved in creating an App using Power Apps that help the HR dept. to manage their requirements.
- Created Model Driven Apps in Dynamics for different departments to ensure agents focus on their day-to- day activities without having to navigate/search for features/functionality in the system.
- Set-up Mailbox integration with Dynamics to track emails and to automatically create cases and assign skills and route to queues.
- Worked on Cost management in Omega 365.
- Created BPFs, Business Rules, Business Units, Teams, Security Roles, Privileges to help with business processes and ensure data security.
- Worked on architecture & design to be is compliant with cybersecurity frameworks.
- Proficient in designing, developing, and maintaining custom PowerApps solutions using the Power Platform, including Canvas Apps and Model-Driven Apps.
- Developed **Power Apps** for building GUI applications and Logic Apps for application integration and building workflows etc.
- Worked on **Azure logic apps** to schedule the timers for auto populating values in Entity values based on business needs.
- Designed Power Apps Unified Interface. Involved in extending Dynamics365 using Power Apps, Microsoft Flow, Logic Apps & Azure Functions.
- Worked on Change Management in Omega 365
- Created and customized Entities, Fields, Charts, Dashboards, Views, Relationships, Forms, Record creation Rules, SLAs etc.
- Conducted leadership calls, daily stand-ups and closely work with project managers on issues, changes, risks, demos, deliverables, and project scope etc.
- Integrate with Dynamics CRM solutions, including designing and developing CRM portals.
- Deployed Managed and Unmanaged Solutions in MS Dynamics CRM 365 using Azure DevOps CI/CD pipeline including versioning and patching.
- Created a custom Asp.Net Web API application to migrate data and customizations from older versions of dynamics to Dynamics CE using Dynamics SDK
- Involved in development of Dynamics CRM, and the platform, as it pertains to feature sets that integrate with Dynamics CRM solutions, including designing and developing CRM portals.
- Created Canvas Apps with Common Data Service to show list of cases assigned to agents to work on, assignment of security roles, teams and skills for agents by Support admin.
- Created several Power BI reports to integrate with Dynamics 365 forms and Dashboards to help executive management team get insights into the overall service.
- Identified types of reusable components
- Worked with several 3rd party Dynamics tools such as DocuSign, Duplicate Detection Add-on for Dynamics CRM by TechDI, SmartBar, XRMTtoolbox, XRMTToolkit etc.
- Designed and synchronized custom apps using Power Apps and Create application using Power Apps.
- Created custom plug-ins for several asynchronous and synchronous post/pre operations, created actions to be called via client side.
- Created Work flows and meetings with help of Omega 365.
- Developed **Canvas and model driven apps** in the process of enhancing the features in the real time.

- Power Automate to trigger on various events in case processing and to upload documents to FileNet and Azure Blob, schedule nightly jobs to purge draft cases, create files monitoring the shared mailboxes etc.
- CRM Portals, managed a diverse Agile initiative of solution design, system analysis, changemanagement,
- Configured forms/Created Web resources, used Power Apps
- Developed C# plug-ins, workflows, business process flows and business rules on CRM system
- Created workflows and business process flows to implement business needs and to ensure process consistency across the departments and organization.
- Worked on Quality Management in Omega 365 module.
- Customize and Configure CRM Environment and Assist in Deployment Activities using Power platform like Power Apps.
- Integrated Dynamics with Azure Blob to upload documents using the Azure Attachment Manager solution and ensure reduced storage costs for the client.
- Installing, developing, Maintaining and enhancing CRM portals in MVC Dynamic CRM installation, configuration of email router for incoming and outgoing email processing.
- Mentored development teams on coding standards, provided code review comments and helped in troubleshooting whenever needed.
- Used VSTS for Product backlogs, Bug tracking and overall project management and maintained code repository using VS GIT.

Environment: .NET Framework 4.5/4.0, Dynamics 365 CE, .Net, C#, Web API, HTML, CSS, JavaScript, jQuery, Microsoft Dynamics Portals, Liquid templates, Azure DevOps, Visual Studio 2017, VSTS, Ribbon Workbench, XRM Toolbox, Power Apps, Logic Apps, CRM Portals, Microsoft Flow, Power BI etc.

Eargo, Nashville, TN

Mar 2021 to Dec 2022

Microsoft Dynamics CRM 365 Developer

Responsibilities:

- Designed and Developed application using C#, ASP.NET, Angular JS, WEB API followed Agile Methodology for the software development process.
- Participated in the development of software specifications, design, development, and test activities of Software Development Life Cycle.
- Worked with SSIS and Kingsway Soft to help drive Dynamics migration strategies designed by the architecture team.
- Developed customized views, charts and CRM Dashboards, CRM Portals to help business teams monitor opportunities, quotes, products and sales pipelines.
- Worked on Quality Management in Omega 365 module.
- Expertise in developing applications using **Powerapps, Canvas** and model driven app, SQL ad sharepoint.
- Integrate with Dynamics CRM solutions, including designing and developing CRM portals.
- Used PowerApps to create an App using service desk template for web browser and tablet and did customization to App.
- Developing complex business logics using HTML, JavaScript and CSS.
- Worked on extending Microsoft Dynamics 365 with PowerApps, Azure Functions, Microsoft Flow and Logic Apps.
- Created Business Process Flows to help CSRs ensure data integrity while working on customer opportunities.
- Utilized Query Expression extensively for data retrieving, querying, storage and manipulation along with LINQ.
- Worked with Panda Doc API to create proposals, contracts and quotes much faster and provide the features to sign and save the generated documents.
- Integrated with Dynamics 365 using PowerApps.
- Designed a model driven PowerApps to serve as a release gate in the Azure Pipeline.
- Established process automation for the internal processes using PowerApps.
- Created application for service management using PowerApps.
- Built a Complex Dynamics CRM Power Apps for various purposes such as Customer service.
- Worked with XRM Web Api, Query Expressions and Fetch XMLs extensively for data retrieval, querying and manipulation of Dynamics data.
- Converted an in-house WCF service to ASP.Net MVC Web API application and hosted it on Azure with security token validations.
- Developed a custom application to migrate the client from Dynamics 2011 to Dynamics 2015 Online Customer Service.
- Implementation of custom MS Dynamics CRM plug-ins and workflows
- Creating managed and unmanaged solutions in Dynamics CRM Portals and migrating them to the various environments.
- Developed robust architecture design and extensible functionality using several Client Extensions, Command Bars and Ribbons and implemented changes in CRM processes and User Interface based on business requirements.
- Created custom workflows and plug-ins to implement business functionality and custom web applications to load Customer data from different sources.
- Implemented several Dynamics customizations not limited to Synchronous and Asynchronous Plugins, Custom

- Workflows, Business Rules with different form level scopes and Actions, Dialogs, Teams, Security Roles and Privileges.
- Used HTML5, Ajax, jQuery, JavaScript, CSS3, Bootstrap and various web controls to present data to users in a much more comfortable environment.
- Implemented several clients and server-side validations using Dynamics SDK based on business needs.
- Developed complex reports using SSRS and deployed into MS CRM.
- Provided support and involved in maintenance process.
- Developed several web resources using ReactJS to implement different kinds of questionnaires by showing/hiding questions based on responses chosen by the user/agent.
- Migrated CRM 2016 On premise version application to Dynamics 365 online version
- Applied Upgrades & Hot patches in different CRM environments.
- Maintained Server-Side Infrastructure & Service ID for all CRM organizations as part of CI/CD team.
- Worked extensively on SSRS to generate reports for marketing and sales teams and help improve the sales process pipeline.
- Worked in a fast paced, Scrum environment involving daily meetings and project scope sessions, sprint planning, story grooming and retro discussions.
- Implemented JavaScript Framework for reusable methods for the common tasks such as calling a custom action, marking a form read only, handling CRM notifications etc.
- Mentored junior team members and associates on latest features of Dynamics technologies and features.

Environment: .NET Framework 4.5, Visual Studio 2015, C#, ASP.NET, Web API, MVC 4.0, HTML, CSS, JavaScript, Angular JS, jQuery, TFS, AJAX, LINQ, PandaDocAPI, Dynamics 2015Online, PowerApps, FakeXRMEasy, Duplicate Detection by Cowia, RighFax, SmartySteets, ReactJS, Liquid, Azure DevOps, CRM Portals, VSTS, MSUnit, NUnit, RibbonWorkbench, XRM ToolBox

Mercedes-Benz USA, Atlanta, GA

Jan 2019 to Feb 2021

Microsoft Dynamics CRM Developer/.Net Developer

Responsibilities:

- Customized MS Dynamics CRM 2013 application based on the business requirement.
- Imported contacts from existing application into MS Dynamics CRM 2013 using the CSV file format.
- Created several client-side extensions using JavaScript, CSS3 and HTML5.
- Created and developed Microsoft Dynamics CRM Custom Web Pages to plug into out-of-the box MS CRM Solution using HTML.
- Developed SQL scripts to insert, update and delete data in MS SQL database tables in OLTP environment.
- Used Pre-and Post-Events during Plugin Execution Phases for various complex Plugins.
- Assist in Upgrade/Migration from Microsoft Dynamics CRM 2013 to 2015 using both externally available tools and self-built tools.
- Used ASP. Net validation controls for validating user input in the web forms.
- Created SSIS packages for different data loading operations for many applications.
- Used SSRS to create reports in the system to provide accurate data for business decision making.
- Configuration of MS Dynamics CRM with Microsoft Outlook 2013.
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- Customize Microsoft Dynamics CRM Entities, create multiple forms (security based) on entities, add Custom JavaScript on form events and add web resources, navigation links to achieve the business requirements.
- Migration of data from Excel source to CRM using SSIS.
- Assist in Upgrade/Migration from Microsoft Dynamics CRM 2013 to 2015 using both externally available tools and self-built tools.
- Integrated Custom WCF Service with other applications.
- Imported existing application into Microsoft Dynamics CRM using the WCF service.
- Used MS Dynamics CRM SDK, WCF, XRM to interact with data from the CRM system.

Environment: Microsoft Dynamics CRM 2013, MS Dynamics CRM 2015, Asp.net 4.0, C#.Net, Visual Studio 2012, SDK, JavaScript, HTML, XML, XRM toolbox, CSS, HTML, Ribbon Editor Tool, MS CRM Developer Toolkit, Plugin Registration Tools, SQL Server 2012, Outlook 2013 and TFS.

City of San Jose, San Jose, CA

Aug 2017 to Dec 2018

Microsoft Dynamics CRM Developer

Responsibilities

- Involved in requirement analysis, designing and development.
- Major role in the development of the web application using ASP.NET MVC 4.0, C#, JavaScript, JQuery, Bootstrap, ADO.NET and AJAX.
- Customized MS Dynamics CRM 2013 online application based on the business requirement.
- Configured and customized CRM using web based administration tools (form layout, workflow design, Web Resource,

Iframe and view creation, etc.)

- Upgrading Dynamic CRM from 2013 to 2015.
- Used Sitemap Editor from XRM Tool Box for updating the Sitemap in CRM System.
- Used Ajax, CSS, JavaScript and Bootstrap for the front-end web development.
- Collected existing infrastructure information including Active Directory, SQL server, Reporting Server instance for implementation of MS Dynamics CRM 2013 system.
- Developed complex reports using SSRS and deployed into MS CRM.
- Created Custom Plugins with CRM.
- Created 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 deployed web services as per business requirements.
- Created partial views and shared templates to reusable over the application.
- Designed and developed views as responsive components using HTML and CSS.
- Used Angular JS to develop single page application.
- Developed application using N-Tier architecture.
- Implemented the code in Visual Studio 2012, Dot Net framework 4.0.
- Used MVC Architectural Pattern in the application.
- Used Test Driven Development (TDD).
- Created Tables, Stored Procedures, Triggers and Views in SQL database.
- Involved in Code reviews. Peer Reviews for developing quality code.
- Provided support and involved in maintenance process.
- Performed functional testing on various developed modules.
- Used TFS for the source & document version control.

Environment: .Net 4.0, Microsoft Dynamic CRM 2013/2015, ADX, ASP.Net MVC 4, Visual Studio 2015, Ajax, JSON, SQL Server 2008/ 2012, C#.Net, WinForms, HTML, Entity Framework, TDD, N-Unit, JavaScript, JQuery, Angular JS, JQuery, Bootstrap, CSS, TFS, SSRS Reports WCF, IIS 6.0.

Zee Entertainment Enterprises LTD - Mumbai, India

May 2015 to Jun 2017

Junior .Net Developer

Responsibilities:

- Involved in business meetings with clients to understand their requirements and giving inputs to the team in every Scrum Meeting
- Designed and developed various abstract classes, interfaces, classes to construct the business logic in Model using C#.
- Used ASP.NET AJAX extensively for calling Web Services without writing a lot of custom JavaScript code to handle the request and response messages.
- Configured Power Apps, Dynamics portal with Dynamics CRM.
- Created and deployed Web Services using XML for Pulling Customer Service Records.
- Modified Web Services to interact with the other applications and exposed them using SOAP and HTTP.
- Developed UI using JavaScript, HTML, CSS, Bootstrap, JavaScript validations and XML.
- Worked on Power Apps for customization and configuration.
- Used JavaScript (jQuery) to enhance UI experience on Client-Side and used jQuery to perform validations and catch the events on client's browser.
- Designed and developed the user interface for various tools and implemented ASP.NET validation controls, JavaScript, jQuery, Bootstrap for server and client-side validations respectively.
- Writing java script to improve client experience.
- Extensively used Report Wizard, Report Builder and Report Manager for developing reports and deploying reports in SSRS.
- Created various queues for specialized teams to work on different cases and implemented Queue routing to route cases based on categories.
- Used JIRA for issue tracking, bug tracking and project management functions.
- Used Microsoft Team Foundation Server for the purpose of version Control and source code and build maintenance needs.
- Involved in the development of Web Forms, classes using ASP.NET that incorporates both N-Tier Architecture, and Database Connectivity.
- Worked extensively on Dynamics Security management in granting access to data records based on user teams and roles.
- Created several Business units, Owner teams, Access Teams, security roles and Field security profiles.
- Created custom workflows for sending automated email messages to customers, performing waited actions based on

customer responses etc.

Environment: C#, ASP.NET, ADO.NET, UML, SQL Server 2005, SSIS, SSRS, Visual Studio 2005.

Education:

- Master's in computersinformation science- Gannon University -May 2023
- B.Tech (Computer Science Enginnering JNTU Hyderabad in 2015).

Certifications .

- Dynamics 365 and the Power Platform
- Dynamics 365 Field Service Functional Consultant Associate
- Buliding you technology Skills
- Humble Leadership: The Power of Relationships, Openness, and Trust (getAbstract Summary).
- Networking Foundations: Networking Basics
- How to project vocal Confidence