**PREETENDAR SINGH – Dynamics 365 Consultant, Business Analyst and MS Dynamics CRM Consultant.** **Contact No:** (347) 788-3055 **Current Location:** New York

**Email id:** preetapr167@gmail.com **Role:** Dynamic Consultant/ CRM Developer/ Architect

**Summary**

* **10 Years** of IT Experience as a **Dynamics 365 Consultant, Business Analyst and Microsoft Dynamics CRM Consultant.**
* Expertise in MS Dynamics CRM (2011, 2013, 2015, 2016 Online/On-Premise) and Dynamics 365
* Experience in major Microsoft Technologies - .NET, C#, MVC, SQL Server, Web API, XML, JSON, SSIS and SSRS, SQL Server Integration Services.
* Adept at utilizing Dynamics CRM to manage and nurture leads, implementing robust lead scoring models for effective prioritization and conversion.
* Proficient in Java script, J query and Angular JS.
* Skilled in designing and executing targeted marketing campaigns within Dynamics CRM, automating workflows to enhance efficiency and campaign effectiveness.
* Utilized Dynamics CRM's segmentation capabilities to tailor marketing initiatives, resulting in personalized and impactful customer interactions.
* Successfully implemented Dynamics CRM features to optimize the sales pipeline, enhancing visibility, forecasting accuracy, and overall sales performance.
* Ability to write CRM Plugins and custom Workflows.
* Ability to write Java script code as per requirement.
* Hands on experience with tools like Dynamics 365 Portals, Microsoft Flow, Power Apps, Logic Apps, Azure Functions, Working knowledge in Share point.
* Extensive experience for working with various clients across the globe mainly from USA.
* Project Related to Capital Market, investment Banking, Finance handled with end to end dynamics implementations.
* Led multiple end-to-end large MSCRM implementations, incorporating complex functionalities, multiple modules (Sales, Service, Marketing, Field Service), numerous integrations, and multi-geo rollouts.
* Acquired thorough knowledge and hands-on experience with Dynamics 365 Sales, Service, and Field Service modules.
* Led end-to-end analysis and hands-on architecture for Dynamics 365 F&SCM implementations, ensuring successful go-live aligned with original architecture.
* An entry-level position to an intermediate-level role in the context of Dynamics CRM with a focus on Field Service.
* Demonstrated proficiency in Microsoft technologies, including .NET 4.x, C#, XML, Ajax, OData query, HTML5, Microsoft SQL Server 2008/2012, Scribe, and SSIS.
* Utilized Power Platform tools, specifically Power Automate and Power BI, with preferred experience in Power Apps.

**Key Domain and Technical Knowledge**

* Domains: Dynamics 365 Customer Engagement (CE) Development, Field Service Optimization, Customer Service Enhancement, Sales Operations, etc.
* Programming Languages: Advanced proficiency in C#, JavaScript, HTML, CSS, and SQL.
* Web Development: Knowledge of web services (REST, SOAP), APIs, and integration techniques.
* Data Management: Experience with data migration, data mapping, and data transformation using ETL tools.
* Database Management: Expertise in SQL Server, including T-SQL and database design.

**Academic Qualification**

* Bachelors of Information Technology, York College, University Of New York, NY 2014

**Total Work Experience:**

**Position: Sr. MS Dynamics 365 Architect (Field Service)**

**Client: E script | Organization: Databox**

**Project Title: 1. Dynamics 365 Field Service Implementation Project 2. Optimizing Service Delivery with Dynamics 365 Field Service 3. Integrated Field Service Solutions Deployment**

**Project Duration: From** May 2019-Current

**Role and Responsibilities:**

* + Demonstrated strong working knowledge of CRM solutions and strategies, including development and customization.
  + Designed and implemented Model Driven Apps and Canvas Apps to meet diverse business needs and enhance user experience.
  + Integrated applications with Power Apps, enhancing functionality and extending the capabilities of CRM solutions.
  + Led multiple full lifecycle implementations of Dynamics 365 Field Service.
  + Hands-on technical expertise in configuring and customizing Field Service modules.
  + Deep understanding of service scheduling, resource management, and work order processes.
  + Implemented complex scheduling and dispatching scenarios.
  + Integrated Field Service with ERP and CRM systems for data consistency.
  + Developed Power Platform solutions (Power Apps, Automate) for customization.
  + Implemented IoT integrations for proactive maintenance capabilities.
  + Provided technical leadership and guidance on project teams.
  + Ensured architecture complies with cybersecurity frameworks.
  + Implemented security best practices like role-based access control.
  + Gathered requirements and defined project scopes.
  + Conducted workshops and training sessions for end-users.
  + Managed project timelines, budgets, and resources effectively.
  + Provided ongoing support and maintenance post-implementation.
  + Managed vendor relationships for third-party integrations.
  + Stayed updated with Dynamics 365 Field Service features and updates.
  + Implemented analytics and reporting solutions for service performance.
  + Conducted performance tuning and optimization.
  + Documented technical designs and configurations.
  + Acted as a subject matter expert, providing guidance to teams and clients.

**Position: Sr. MS Dynamics 365 Field Service Developer**

**Client: Convene Inc. |NY**

**Project Title: 1. Optimizing Field Service Operations with Dynamics 365 (Development & RSO), 2. Building a Mobile App for Field Service Data Collection (Azure & Development), 3. Integrating Dynamics 365 Field Service with Third-Party Systems (Development).**

**Duration: From** Jan 2017 to April 2019

**Role and Responsibilities:**

* + Used Designed and developed custom entities and workflows within Dynamics 365 Field Service for a large HVAC service company, streamlining their dispatch and scheduling processes.
  + Utilized .NET (C#) and the Microsoft Web stack (HTML, CSS, JavaScript) to build a custom web portal within Azure App Services. This portal allowed field technicians to access work orders, update service reports in real-time, and capture customer signatures electronically, improving efficiency and data accuracy.
  + Implemented Field Service Resource Scheduling Optimization (RSO) within Dynamics 365, leveraging Azure cloud capabilities for real-time traffic data integration. This optimized technician scheduling by considering travel time, skillsets, and workload distribution, leading to faster service response times and improved customer satisfaction.
  + Led the development of a mobile application for a field service organization specializing in equipment maintenance. The app, built using .NET and Azure Mobile Apps, allowed technicians to access work orders, complete checklists and inspections offline, and upload photos and signatures directly to Dynamics 365 Field Service.
  + Integrated the mobile app with Azure Blob Storage for secure and scalable storage of captured images and service reports, ensuring data accessibility while maintaining compliance with data privacy regulations.
  + Developed offline functionality within the mobile app, enabling technicians to work even in areas with limited internet connectivity. This ensured seamless data collection and progress updates even in remote locations.
  + Developed custom integrations using Azure Logic Apps and Azure Functions to connect Dynamics 365 Field Service with a client's existing inventory management system and spare parts supplier portal.
  + Leveraged C# and Azure Functions to automate real-time inventory checks within Dynamics 365 when technicians created work orders, ensuring accurate parts availability before dispatch.
  + Streamlined the spare parts ordering process by integrating Dynamics 365 with the supplier portal, enabling technicians to submit parts requests directly from the field and track order fulfillment status within the Field Service application.

**Position:** **Sr. MS Dynamics 365 CRM Tech Lead**

**Client: Thoughtworks, NY**

**Project Title: Technical Expertise and Customization in Dynamics 365 Customer Engagement (CE) Development**

**Duration: From** Sep 2015 to Dec 2017

**Role and Responsibilities:**

* + Led multiple Dynamics CRM implementations spanning several years, including Dynamics 365 CE Cloud, with a focus on end-to-end solutions.
  + Managed complex functionality deployments across various modules like Sales, Service, Marketing, and Field Service within Dynamics 365 CRM.
  + Orchestrated multiple integrations with third-party systems and conducted multi-geo rollouts, ensuring seamless operations across diverse locations.
  + Demonstrated expertise in Dynamics 365 Sales, Service, and Field Service, implementing customized solutions tailored to client needs.
  + Extensive hands-on experience with MSCRM 2013, MSCRM 2016, and Dynamics 365 versions, utilizing CRM SDK, plug-ins, JavaScript, Azure functions, and Web API services.
  + Utilized Azure Service Bus for efficient integrations, enhancing system interoperability and data exchange capabilities.
  + Proficient in Microsoft technologies such as .NET 4.x, C#, XML, Ajax, OData query, and HTML5 for robust customization and development.
  + Leveraged Microsoft SQL Server 2008/2012, Scribe, and SSIS for seamless data management and integration tasks.
  + Expertise in Power Automate, Power BI, and preferred experience in Power Apps, utilizing the Power Platform for workflow automation and data analytics.
  + Strong understanding and experience with Azure AI/ML, Azure IoT platform, and Virtual Agent, enhancing CRM functionalities and user experiences.
  + Implemented solutions following Agile DevOps methodologies, ensuring rapid deployment, iteration, and continuous improvement cycles.
  + Collaborated with cross-functional teams to gather requirements, design, prototype, test, and deploy Dynamics CRM solutions.
  + Conducted thorough analysis and design sessions with clients, translating business requirements into technical specifications and system configurations.
  + Developed and customized CRM workflows, plugins, and scripts using CRM SDK, JavaScript, and Azure functions to meet specific business needs.
  + Provided training, documentation, and ongoing support to end-users, ensuring smooth adoption and utilization of Dynamics 365 Sales, Service, and Field Service functionalities.

**Position: MS Dynamic CRM Lead**

**Client: Zendesk**

**Project Title: 1. Streamlining Lead Management for Manufacturing Company (Dynamics 365) 2. Building a Customer Portal for E-commerce Platform (Dynamics 365, Azure) 3. Enhancing Order Management with Real-time Inventory Data (Dynamics 365, REST APIs).**

**Duration: From** June 2012 to March 2015

**Role and Responsibilities:**

* + Spearheaded Dynamics 365 implementation for a manufacturer, migrating from SugarCRM.
  + Automated lead management (scoring, qualification, routing) with custom entities & workflows.
  + Developed real-time market data integrations (Azure) to improve lead quality and conversions.
  + Led self-service customer portal development for a leading e-commerce platform (Dynamics 365).
  + Built custom C# APIs (CRM SDK) for smooth integration with portal & e-commerce platform.
  + Ensured secure data & reliable communication with Azure (Key Vault, Service Bus).
  + Maintained code with Git (Azure DevOps) for efficient development and deployment.
  + Built real-time inventory system for a wholesaler using Dynamics 365.
  + Developed C# REST APIs for seamless integration with warehouse system (sales reps see live inventory).
  + Leveraged Azure App Services for scalability and reliable data exchange with secure APIs.
  + Designed and architected a Microsoft Azure Dynamics CRM environment aligned with business goals and best practices (Azure SME).
  + Developed solutions based on deep understanding of Azure Dynamics CRM, addressing organizational needs.
  + Extensive experience with plugins, workflows, .NET, JavaScript, and Portals within the Dynamics 365 environment, enhancing system functionalities and user experiences.
  + Built custom CRM extensions (C#, Visual Studio, SQL Server) for specific business needs.
  + Created interactive reports & dashboards (DAX, Power BI, PowerApps) for data insights.
  + Developed custom Dynamics 365 features (C#, JS, SQL) for seamless integrations & user experience.

**Education:** Bachelors of Information Technology, York College, University Of New York, NY Passing Year 2014.

**Work Authorization:** USC

**Location:** Hicksville, NY 11801

**DOB:** 04/02

**Name:** Preetendar Singh **|** (347) 788-3055