

RESUME

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Career Objective

“Ambitious to be part of an ever-growing organization, which encourages my carrier growth. while utilizing my proficient technical and analytical skills as well as innovative abilities and thereby contributing to the growth of the organization”

Professional Summary

- 11+ years of experience in Microsoft Dynamic CRM (including 4 years in DOT NET).
- Knowledge of implementation, customization, and configuration in Microsoft Dynamic CRM.
- Understanding on Sales and Service Module with customization experience on Forms, Ribbon, Workflow, Plug-in.
- Interacting with different teams from client side to get the inputs required
- Good knowledge and experience in MS Dynamics, C#. Net, ASP.Net, ADO.Net, SQL Server, AJAX, Web API, Kendo UI, Handlebars, J-Query, Unity Configuration.
- Excellent code reviews and code debugging skills.
- Experience in writing database objects (Stored Procedures, Functions, and Triggers).
- Possess good verbal and written communication skills.
- Experience on Sub Version Jeera, Azure DevOps, Git.

Technical Skills

Domain	MS Dynamic CRM
Programming languages	C, C++, C#
Dynamic CRM	Forms, Ribbon, Workflow, Plug-in, MS CRM SDK Tool, API, Data integration., Integration with Azure functions, Power Automate flows, Canvas Apps, TypeScript
Tools for CRM	XRM Toolbox, Plug-in Registration Tool
Azure	Power Automate flows, Azure Functions, Logical Apps.
RDBMS Language	SQL, T/SQL
RDBMS Tools	SQL Server 2008R2, 2012
Web Server	IIS (Internet Information Server)
Operating System	Windows 2000/XP/Vista/7/8/10

Web Technologies	ASP.NET, HTML, CSS, Java Script, J Query
Documentation	Have created multiple FSD's and BSD's for client and Organization, having deep understanding of Document writing.
IDE	Visual Studio 2010, 2012,2013,2015,2017,2019
Other skills	Web Development, Entity Framework ADO.NET, LINQ to SQL, Web API, LINQ to Entity, Collections, Unity Configuration, Client Server Arch and good knowledge of OOPS Concept.
Certifications	MB 210, PL 400, PL 600

Work Experience

Currently Working at iSoft ANZ as Technical Lead.

Projects at iSoft ANZ Pty Ltd (May 2023 to till now)

Project Name : Age Care / Disability (Community Care - NDIS) - KPMG Australia

Role : Technical Lead / D365 Solution Architect

Technology : MS Dynamics 365 / Field Service

Description : As part of this project, I have to collect requirements from the customer via teams calls, **visited Sydney, Australia** to learn more about the project, attended few seminars, collaborated with the client to construct the architecture, and also assign jobs to the developers.

- Design and Implementation: Was responsible for designing, implementing, deploying, and ensuring the adoption of overall solutions.
- Customer Needs: work closely with clients to understand their needs and propose viable solutions.
- Technical Integrity: Maintain the technical integrity of Dynamics 365 implementations.
- Fit Gap Analysis: Identify gaps between requirements and the proposed solution.
- Collaboration: Collaborate with deployment teams to ensure successful project outcomes
- DevOps Tickets Distribution.
- Responsible for Sprints, and Task deliveries.

Projects at Targray Ptv Ltd (July 2022 to May 2023)

Project Name : Targray CRM

Role : Team Lead

Technology : MS Dynamics

Description : MS CRM Project to manage Sale and Purchase of Bio Fuel, Pulses and other Trading division etc.

Responsibilities

- Requirement Gathering from Client over Call.
- Resolved the Bugs for which ticket is assigned.
- Work on Change Requests.

Working on Architecture and Solution layers of the Project, along with the different business owners for Seamless integration with in the Project.

Project Name : Rapid Action Deal Capture.

Role : Sr Developer (Team Lead)

Technology : Power Apps Portal

Description : Power App Project to manage post sales life cycle and contract management for Raw cotton product.

Responsibilities :

- Requirement Gathering from Client over Call.
- Resolved the Bugs for which ticket is assigned.
- Work on Change Requests.

Working on Architecture and Solution layers of the Project, along with the different business owners for Seamless integration within the Project.

Work Experience

Working at Affluent Global Services as Sr consultant.

Job Profile: Customization and Configuration on Microsoft Dynamic CRM. Writing services to implement Data Integration.

Projects at Affluent Global (Nov 2020 to July 2022)

Project Name : BDO Bank- Philippines - (Contact Centre)

Role : Sr Developer / Team Lead

Technology : MS Dynamics

Description : MS CRM Project to manage field service. Manage Case, Work Order, Agreement and Complete Service Module.

Responsibilities :

- Requirement Gathering from Client over Call.
 - Resolved the Bugs for which ticket is assigned.
 - Assigning Task to the Team.
 - Involved in creating CRM workflows, plug-ins, entities, and roles.
 - Creating solutions, forms, views etc.
 - Work on Azure Functions and Power Automate flows.
 - Task Scheduler to run services on regular interval.
 - Developed plug-ins for different SDK messages based on client requirement.
 - Created custom work flows for different operations.
 - Implemented JavaScript functions and configure the business rules for validations.
- Involved in periodical meetings with the Project Management Team.

Project Name : The Learning Lab (TLL Singapore)

Role : Developer

Technology : MS Dynamics

Description : MS CRM project to manage Leads. Maintain data of students and allot Classes.

Responsibilities :

- Changes on Scripts to resolved bugs.
- Creating solutions, forms, views etc.
- Modification in existing Plugins and Workflows.

Project Name : SES Global Satellites.

Role : Sr Dev

Technology : MS Dynamics

Description : MS CRM project to manage Leads to Purchase order and Price calculated for bulk products.

Responsibilities :

- Changes on Scripts to resolved bugs.
- Creating solutions, forms, views etc.
- Modification in existing Plugins and Workflows.

Freelance - Projects at OMS Infotech (Dec 2019 to Nov 2020)

Project Name : Max Bupa Health Insurance

Company : Max Bupa

Domain : BFSI

Role : Sr. Developer/ Lead

Description : MS CRM project to manage New Policy and Renewals

Responsibilities:

- Creating solutions, forms, views etc.
- Created Plug Ins and custom work flows
- Worked on On Premises Dynamics 2013
- SQL Queries Management
- Web Resources Development
- Creation of Wrapper API's to connect Work Document Management System
- API's Deployment on DNZ network.

Projects at CCentrix (Now Merge with EY) (Mar 2019 to Dec 2019)

Project Name : India Bulls AMC

Company : India Bulls

Role : Sr. Developer

Description : MS CRM project to manage Leads, Contact, Campaign, APIs for Android APP

Responsibilities:

- Involved in creating CRM workflows, plug-ins, entities, lead management and roles.
- Creating solutions, forms, views etc.
- Developed plug-ins for different SDK messages based on client requirement.
- Created custom work flows for different long running operations.
- Implemented JavaScript functions and configure the business rules for validations.
- Involved in synchronous and asynchronous workflows.
- Developing the business process flows and managing the stages and steps using JavaScript.
- Worked on Ribbon.
- Involved in periodical meetings with the Project Management Team.

Freelance - Projects at OMS Infotech (Feb 2017 to Mar 2019)

Project Name : Max Bupa Health Insurance

Company : Max Bupa

Role : Sr. Developer

Description : MS CRM project to manage New Policy and Renewals

Responsibilities:

- Creating solutions, forms, views etc.
- Created Plug-in.
- Changes on scripts.

Project Name : Kotak Bank MF

Company : Kotak Bank

Date : June 2019

Role : Developer

Description : MS CRM project to manage Leads, Contact, Campaign.

Responsibilities:

- Creating solutions, forms, views etc.
- Implemented JavaScript functions and configure the business rules for validations, Created Workflows

Projects at Webvalley Tech Pvt Ltd (May 2012 to Feb 2017)
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Project Name 1: Auto Lead Allocation

Company : Koenig Solutions

Role : Developer

Technology : MS CRM, SQL Server, Windows Service, C#

Description : Project to Allocate lead to sales team based on some rule.

Responsibilities:

- Take requirement from management team.
- Read Lead data from MS CRM database, insert in to SQL DB.
- Allocation of Lead
- Generate KPI & Reports.

Project Name 2: Auto Flight Booking

Company : Koenig Solutions

Role : Developer

Technology : Web API, Web Form, SQL Job, SQL Server, Windows Service.

Description : Booking Flights using “VIA” API.

Responsibilities:

- Created windows service to consume the Web API of Via.com for auto flight booking
- Created a web form to check how many flights need to book, showing details of traveller and travel date and timing.
- Created web form for KPI of Travel details. Showing details for total booked flight sector wise and cost for booking, total cancelled flight and cost.
- Created windows service that is consuming a Web API for checking whether ticket is confirmed or not, if confirmed send ticket to traveller on mail.
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Project Name 3: Cash Book and Bank Book**Company** : Koenig Solutions**Role** : Developer**Technology** : Asp.Net , SQL Server.**Description** : Webform based project to handle daily transaction by cash and bank.

Qualification				
<i>Qualification</i>	<i>Board /University</i>	<i>College Name</i>	<i>Academic Year</i>	<i>Aggregate %</i>
B.Com	V.M.S.U	V.M.S.U	2013-2017	65%
Web Development certification	IT Giant Course	Xpert Infotech	2011-12	Certification Completed
12 th	CBSE	D.A.V. P.S.	2010	57.4%
10 th	CBSE	D.A.V. P.S	2008	59.67%

Certifications
MB2-716 Microsoft Dynamics 365 Customization and Configuration
MB-200 Microsoft Power Platform + Dynamics 365 Core
MB-210 Microsoft Dynamics 365 for Sales

Personal Profile	
Name	Saurabh Tiwari
Date of Birth	28-September-1991
Father's name	Mr. Shiv Sharan Tiwari
Hobbies	Swimming
Permanent Address	03, Krishna apartment, Om Vihar, Uttam Nagar, ND 59.
Languages Known	Hindi, English