



# Stefan Rodic

Software Engineer - Senior Dynamics  
365 Consultant

Let's turn aspirations into achievements. Eager to bring my expertise in your company to elevate your business.



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## SKILLS

Dynamics 365 Customization and Configuration Dynamics 365 Deployment Data Migration and Integration  
Dynamics 365 Administration and Upgrades Business Process Analysis Stakeholder Management  
Microsoft Dynamics 365 Development Dynamics 365 Customer Engagement Power Platform  
Customization and Configuration System Integration Solution Design Programming Languages TFS AGILE  
Power Platform Web Services and APIs SQL and Database Knowledge Problem-Solving Skills  
Communication Skills Continuous Learning Collaboration Accountability Positive Attitude Algorithms  
Strategic Thinking Time Management Delegation Motivation Conflict Resolution Adaptability

## SOFT SKILLS

Communication Problem-Solving Critical Thinking Time Management Attention to Detail Collaboration  
Resilience Teamwork Leadership Professionalism Customer Focus Cross-Cultural Competence

## WORK EXPERIENCE

### Unified Service Desk and contact center projects

SAGA, BSC, ITSP services, Freelance

#### Achievements/Tasks

- Led the implementation of **Unified Service Desk (USD) for Dynamics 365** in enterprise contact center environments, streamlining agent workflows and improving case resolution times.
- Successfully integrated a CTI provider into USD to enable screen pops, click-to-dial, and call logging functionalities, enhancing agent productivity and customer service efficiency.
- Delivered customized hosted controls and session management logic to align with **complex business processes** and **compliance requirements**.
- Developed and configured **real-time and historical reporting** for service performance, ensuring visibility of key KPIs such as first call resolution, average handling time, and SLA adherence.
- Collaborated with cross-functional teams including infrastructure, telephony, and support to ensure smooth deployment and long-term maintainability.
- Provided training and documentation for contact center staff and administrators, driving high user adoption and operational readiness.
- Worked on complex engagements in **banking, insurance, online gaming** and **public sector**, adapting solutions to industry-specific compliance, security, and operational requirements.
- **Speaker at Sinergija 24 conference**(Microsoft hosted) in Belgrade, Serbia with topic - Dynamics 365 Contact Center with Live Demo

## Senior Dynamics 365 Consultant Freelance

04/2025 - Present

### Achievements/Tasks

- ITSP Services external consultant - Salzburg, Austria
- IT Management Internet Services - St. John's, Antigua, West Indies

Belgrade, Serbia

## Microsoft Dynamics 365 Developer ITSP Services

06/2018 - 03/2025

### Achievements/Tasks

- Developed and customized solutions within the Microsoft Dynamics 365 environment.
- Successfully deployed solutions and presented them to stakeholders, ensuring alignment with business needs.
- Integrated third-party software and APIs to extend the capabilities of Dynamics 365.
- Integrated third-party software into existing business processes with seamless Dynamics 365 CRM integration
- Implemented custom solutions tailored to specific client needs, enhancing system functionality and usability.
- Conducted maintenance and troubleshooting for DynamicsTelephony integration, ensuring seamless communication solutions.
- Collaborated effectively with cross-functional teams in agile sprints to deliver projects on time and within scope.
- Conducted performance assessments and optimized Dynamics 365 environments to ensure high availability, scalability, and responsiveness.
- Facilitated decision-making by presenting solution options, trade-offs, and recommendations to senior management.
- Conducted workshops and discovery sessions to understand business processes and identify areas for optimization using Dynamics 365.

Salzburg, Austria

## Microsoft Dynamics 365 Developer BSC

12/2016 - 11/2017

Public sector project.

### Achievements/Tasks

- Spearheaded solution and infrastructure architecture for Microsoft Dynamics 365.
- Collaborated with business stakeholders to gather and analyze requirements, translating them into functional and technical designs.
- Designed and architected end-to-end Dynamics 365 solutions, ensuring alignment with business objectives and technology strategies.
- Defined business requirements meticulously, aligning Dynamics 365 functionalities with specific needs.
- Led end-to-end implementation of Dynamics 365 solution.
- Established development, testing, and production environments.
- Orchestrated seamless deployment of Dynamics 365 in the production environment.
- Successfully executed data migration strategies, ensuring data integrity and a smooth transition.
- Integrated Dynamics 365 with various systems including Telephony, Email, Marketing, SharePoint, and Portals.
- Conducted user onboarding to ensure efficient utilization of the Dynamics 365 system.

Belgrade, Serbia

## Junior SAP CRM Consultant Serbia BroadBand - SBB

06/2016 - 11/2016

### Achievements/Tasks

- Maintained SAP Web GUI and ensured its optimal performance.
- Utilized SAP R/3 for various tasks and processes.
- Facilitated data importing into SAP CRM system to enhance efficiency.
- Contributed to business process reengineering efforts, streamlining operations for improved performance.

Belgrade, Serbia

## WORK EXPERIENCE

### Microsoft Dynamics CRM Developer SAGA

10/2015 - 05/2016

Belgrade, Serbia

#### Achievements/Tasks

- Developed, installed, set up, and maintained Dynamics CRM software for clients, ensuring smooth operations.
- Gathered and analyzed client requests, providing expert advice and recommendations.
- Managed day-to-day administration of Dynamics CRM, including user access, security roles, and system configurations.
- Conducted rigorous testing of new functionalities before delivering them to clients, ensuring reliability and effectiveness.
- Configured security settings to regulate user access within the Dynamics CRM system.
- Customized Dynamics CRM to align with specific client needs and requirements.
- Designed and developed custom reports and dashboards, delivering actionable insights to support decision-making.
- Implemented system upgrades, patches, and hotfixes to maintain optimal performance and security.
- Integrated Dynamics CRM with other systems, including Telephony, to enhance overall functionality.
- Provided comprehensive training to end-users, ensuring effective utilization of Dynamics CRM.

### Software Developer Komercijalna Banka

09/2014 - 08/2015

Belgrade, Serbia

#### Achievements/Tasks

- Developed new applications and services as per the requests from IT specialists.
- Received and analyzed requirements and specifications provided by IT specialists.
- Maintained existing applications and services to ensure their functionality and performance.
- Proficiently worked with SQL Server Management Studio 2012, handling tasks such as creating tables, viewing tables, executing queries, managing users, and developing stored procedures.
- Utilized MySQL and MySQL Workbench for database management and development tasks.

## CERTIFICATES

Microsoft Transcript: on request.

MCID: on request.

Creedly profile: [LINK](#) 

Microsoft Certified: Trainer (04/2018 - Present)

Microsoft Certified: Power Platform Functional Consultant Associate (03/2022 - Present)

Microsoft Certified: Power BI Data Analyst Associate (04/2023 - Present)

Microsoft Certified: Power Platform Solution Architect Expert (04/2022 - Present)

MCSE: Business Applications (03/2018 - Present)

Microsoft Certified Solutions Associate: Dynamics 365 (03/2018 - Present)

Microsoft Certified Professional (03/2018 - Present)

## CONFERENCES

SINERGIJA 18 Speaker / Belgrade, Serbia (2018 - 2018)

Migrate CRM on-prem to 365 on-cloud

SINERGIJA 24 Speaker / Belgrade, Serbia (2024 - 2024)

Dynamics 365 Contact Center



## LANGUAGES

English  
*Native or Bilingual Proficiency*

German  
*Elementary Proficiency*

Serbian/Croatian/Bosnian  
*Native or Bilingual Proficiency*

## EDUCATION

### **MScEE in Software Engineering**

University of Belgrade Faculty of Electrical Engineering

*2015 - 2016*

### **BScEE in Software Engineering**

University of Belgrade Faculty of Electrical Engineering

*2010 - 2014*