**José Lozano | D365 Specialist**

**Residence: London**

[**https://www.linkedin.com/in/lozanojose**](https://www.linkedin.com/in/lozanojose/)

**Mobile: 07438053590**

Professional profile

Extensive skills using Microsoft products for enterprise environments.

Microsoft Certified Professional with more than 10 years’ experience of developing systems.

Passionate about understanding and designing complex systems that require of one or more technologies.

Actively involved in all stages of and IT project cycle including design, configuration, development and training.

Areas of expertise

* D365 Technical Architect.
* Azure Portal Administrator.
* VSTS Project Administrator.

Career

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| 1st October 2018 – Present | Generali Group, London | Technical Architect (Contract) |

Generali wanted to migrate a number of legacy systems, mainly developed on local machines using office products, to D365 and Azure Cloud Services. This job is done remotely from my office in London.

Under the standard Agile Methodology, my main responsibilities are:

* Requirements gathering to translate their current development into a D365 schema.
* Design of workflows to move current developments to Cloud services.
* Analysis of users and security privileges in order to assign the relevant departments access to D365.
* Translate business requirements into developments tasks for the development team.
* Track of the development progress using Azure Devops.
* Running of daily stand-up meetings with the development team.
* Testing of development tasks prior deployment to Test and UAT environments.
* Sign-off of completed tasks that can qualify to Live environments.
* Configuration of an ALM deployment cycle to automate development artefacts using Azure Devops Pipelines.
* End Users training on new features at the end of the sprint.

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| 1st April 2018 – 30th June 2018 | Agilisys, London | Solution Architect (Contract) |

Agilisys wanted to start migrating some of their existing legacy products to a D365 infrastructure. My main goal was to set up the technical environment for in-house existing developers to facilitate the transition to a full cloud-based development practice, using D365.

* Requirements gathering to translate their current services into a D365 schemas.
* Technical advice to the existing Technical Architects at the company.
* ALM and CI Integration setup in order to deploy daily deployments to Staging environments.
* Development Lead to existing Technical Leads at the company.
* Development guide to existing Developers at the company.
* Tracking of daily tasks using VSTS Online in order to setup a common development cycle using D365 as a platform.
* Configuration of CRM Portals and Deployment of customisations.
* Azure management to provision Web Sites, Virtual Machines and SQL Server Databases for their services.
* Office 365 administration and user roles management to set up new D365 tenants and business units.
* Set up of Azure B2C Login life cycle for CRM portals.
* Use of Graph APIs and Office 365 Management APIs to query assets within the business.
* Implementation of Web Services using Pitney Bowes products as a third-party provider for D365.
* Development of plug-in templates that C# developers could use in later developments.
* Development of JavaScript libraries in D365 for web developers.
* Set up of external data sources and Rest APIs for Pitney Bowes platform.
* Design of external data sources for Power BI, ScribeSoft and SSIS developers.

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| 11th Sep 2017 – 30th Jan 2018 | Fujitsu, Belfast | Technical Consultant (Contract) |

Fujitsu needed an implementation on CRM Dynamics 365 and CRM Portals for their end client. The main goal was to provide the client a platform where their users could book courses and training programs within the catalogue they offer.

* The team was formed of developers across the country working remotely from our independent offices.
* Requirements gathering to translate their business workflows into development tasks.
* User Story management using VSTS to ensure that all items where available across the team.
* Plug-ins, custom workflows and client-side scripts development to achieve required functionalities in CRM and Portals.
* D365 and CRM Portals customisations.
* Unit Testing and development tasks approval to enforce Automated Testing.
* Release notes building, release management and version deployment to UAT environments.
* ETL Development with SSIS and Kingswaysoft drivers to perform a data migration from CRM Dynamics on premise servers to D365 Online.
* Azure Web Development with .NET Core to provide extra functionalities as websites within CRM Portals.
* Functions development for Logic Web Apps in order to integrate D365 with thirds party Databases and Queues.
* ALM Deployments periodically using the D365 Configuration Manager for CRM Portals and D365.

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| 8th May 2017 – 8th Sep 2017 | Health Shield, Crewe | Technical Consultant (Contract) |

My main role was to bring technical advice as well as hands on development to help to deliver a mobile application for the company staff while they offer their products at companies’ sites.

From designing to deployment going through development and testing I had to fit in all the necessary roles in order to finish the application they required.

* Design of a Rest multilayer of services that connect the public domain with the internal databases and their main repository of data in CRM Dynamics 365 and Navision.
* Design an encryption mechanism to guarantee that all data that were part of their devices were secured.
* Design of an intermediate data warehouse to help their reporting services layer to improve its efficiency.
* Requirements gathering from the marketing department.
* Design of fields and validations to ensure that the new application fits the current workflows that the company has in place.
* Design of email templates that were used to communicate with customers.
* Marketing automation with Click Dimensions to handle response and data analysis.
* Writing of SSIS Packages to bring legacy data into the current systems.
* Writing of custom CRM Dynamics workflows to help their Click Dimensions workflows to complete some of the task that are not available through the built-in product.
* Writing of MVC 5 Asp.net landing pages for customer to fill sign-up data into their products.
* Xamarin and WPF 4 applications with local storage into SQLite, using encryption and offline/online synchronisation mechanisms to allow their stuff to use a Windows Surface Pro to complete their daily tasks.

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| 5th Jan 2017 – 5th April 2017 | CIM, Cookham | Technical Consultant (Contract) |

I was given a general role of CRM Consultant that covered all necessary tasks in order to take care of the CRM Dynamics Online implementation they have in place. My main tasks were:

* Identify parts of the implementation that weren’t fully functional or needed a redevelopment from the work that previous vendors left in place.
* Redesign and develop a web services layer to allow third party applications to connect to CRM.
* CRM Customisations and custom process development in order to add the required functionality to CRM.
* Design and implementation of a retail portal using Portals for CRM.
* ETL development with SSIS and Kingswaysoft in order to bring legacy data from previous systems.
* Testing and Release Management of scheduled deliveries to the live environment.
* Training of final users on delivered functionalities.

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| 1st Oct 2016 – 30th Dec 2016 | Saudi British Bank, Riyadh | Integration Architect (Contract) |

The Saudi British Bank is a Saudi Joint Stock Company and is an associated company of the HSBC Group.

As an Integration Architect, I was involved in connecting CRM Dynamics 2016 with several applications within the financial services area. The main technologies and responsibilities that I had to deal with can be summarised in:

* Design of a web services layer to integrate a CRM Dynamics implementation with the following third-party applications: IBM ESB, Oracle 10g, Teradata DB, CRM Dynamics 2011, XAgent Avaya for Call centres and the Unified Service Desk, and custom SOAP 2.0 Web services
* Design of a staging database for storing deltas changes to align the business with our CRM Organisation.
* Develop the web services before described using the CRM Dynamics SDK for 2016 and the CRM Web API.
* Design of a failure-retry policy that handles exceptions in the Integration Process.
* Develop SSIS packages that allow to connect all third-party applications previously described.
* Design and implementation of a Test Suite that verifies all scenarios in the infrastructure.
* Design of an Entity Model in CRM Dynamics in order to allocate the necessary data coming from the system previously described.
* Lead a team of remote-working developers (3 devs) to facilitate the best technical guidelines when developing custom JavaScript, Plug-ins and Workflows for CRM Dynamics 2016.

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| 1st March 2016 – 31th July 2016 | British Red Cross, London | Technical Consultant (Contract) |

As part of the UK London Office team I had to build a platform for their Education services department on MS CRM Dynamics Online.

* Main Developer. The team were formed by three people, including a BA and a Product Owner, all external resources where I was given the technical side of the implementation.
* Technical Advisor. Following the best recommendations for Microsoft platforms I gave the organisation the best practices path for their needs.
* TFS Manager. We were following the scrum methodology using Visual Studio Online platform.
* ALM Deployment. Moving from a Development environment to a ‘User Acceptance’ final implementation following automatic deployments from Visual Studio Online.
* ETL Developer. Using Kingswaysoft drivers to write SSIS data migration packages in order to deploy the data needed within the organisation.

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| 7th Sep 2015 – 29th Feb 2016 | Peabody Trust, London | Technical Consultant (Contract) |

I had the opportunity to mature various aspects of a multi role position in order to help the business to achieve their goals.

As a Lead Developer, I implemented a mobile solution with Resco Mobile CRM and Crm dynamics 2015 with the aim to help contractors at Peabody with their daily jobs whilst they are on site. This solution gave them full cover on their tasks using CRM Dynamics as their core platform.

As an ETL Developer/Data Migration Analyst I migrated various databases into CRM Dynamics 2015 using SSIS packages using the third-party component Kingsway soft.

As a Deployment Manager, I wrote a set of PowerShell Scripts in order to achieve a continued and integrated deployment from a Development setup to a QA environment aiming to make available the latest development and customisations to the Testing Team. The deployment was then done via Visual Studio online using a deployment manager agent through a set of build pools.

As a CRM Dynamics Developer, I wrote various plug-ins and custom workflows in order to help their system to achieve what could not be done using default customisations and business rules.

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| 7th July 2014 – 31st Feb 2016 | Smart Impact, London | Technical Consultant (Contract) |

At the beginning of my contract I had to sit down with project managers in the company to help them to understand how they could build their product to make it ready to be sold in the CRM Dynamics market. Once they got used to the development cycle using Microsoft applications they started to hire more contractors to get the job done, at that point I became more a sort of Technical Lead making sure that the Visual Studio solution and the code they were writing follow the standard and best practises for a MS CRM Dynamics project. Also, I was involved in testing and approving the tasks for delivery as well as deploying to the UAT environment.

All tasks from my previous jobs apply here as I was making UI customisations, writing JavaScript and C# custom processes like plug-ins and workflows to achieve the needs of the solution.

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| 1st Nov 2013 – 1st July 2014 | Ocrm Limited, London | Trading Systems Developer (Contract) |

After leaving Barclays I had the opportunity to start developing a platform for two of the main betting exchange markets, Betfair and Betdaq. As I had to develop the application from scratch, I was involved in all the stages from design to installation, covering developing and testing all the way to the final delivery.

* Writing real time applications with the .net framework 4.5 in WPF to communicate with the platform APIs provided by the exchange markets.
* Data mining and analysis with SQL Server 2008 and MySQL Server 5.6
* Developing WCF web Services as a middle layer to normalise entities into the application
* Developing reports in SQL Server reporting services and Silverlight in order to show charts with the progress of historical data of horse racing within the UK.
* Developing real time processes/agents to check price movements and find ‘momentum’ indicators.
* Developing web scrappers with the Java EE runtime to get the analysis from the most awarded magazines in the UK about horse racing. Using Apache Maven used to provide libraries to the project and JPA to connect to MySQL.
* Scheduling jobs with the Windows Task Scheduler to create a sequence that executes all processes logically.
* Exception handling and reprocessing of jobs with log4j and Nlog.

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| 3rdDec 2012 – 31st August 2013 | Barclays, London | Data Migration Specialist (Contract) |

Barclays Investment Banking provides comprehensive financial advisory, capital raising, financing and risk management services to corporations, governments, and financial institutions worldwide. They take an integrated approach to client coverage, providing you with access to bankers who have industry and geography specific expertise across all investment banking products.

* Writing of Scribe packages to migrate data from-to different departments within the organisation
* Developing SSIS packages to test data in CRM 2011
* Customising Crm 2011 Entities, fields and UI for the needs
* Configuring built-in workflows and dialogues
* Creating and applying field/user security roles
* Developing Unit Tests to perform regression test and validate data
* CRM 2011/SharePoint 2010 built-in integration
* Administration of managed and unmanaged solutions
* Writing PowerShell scripts to locate files across the internal network

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| 15th Sep 2011 – 14th Sep 2012 | CCDC, Cambridge | Crm Dynamics Developer (Contract) |

The CCDC is a non-profit, charitable Institution whose objectives are the general advancement and promotion of the science of chemistry and crystallography for the public benefit. The CCDC serves the scientific community through the acquisition, evaluation, dissemination and use of the world's output of small molecule crystal structures by Compiling the Cambridge Structural Database (CSD) - the world repository of small-molecule crystal structures, The CCDC is located on the Chemistry Campus of the University of Cambridge. It is self-financing and self-administering. The company has 51 employees, mostly full time, and is a recognised institute for the training of students for postgraduate degrees of the University.

As a Technical Consultant:

* Requirements gathering meetings with the Business Analyst
* Building the ER model with Visio
* Customising Crm 2011 Entities, fields and UI for the needs
* Configuring built-in workflows and dialogues
* Creating and applying field/user security roles
* Creating queues for email processing
* CRM 2011/SharePoint 2010 built-in integration
* Administration of managed and unmanaged solutions
* Running Scrum Works for the daily scrum meeting in the project manager absence

As a Senior Developer/Architect:

* Installation and administration of AD, SQL Server 2008 R2 and CRM 2011
* Designing and developing Workflow Foundation 4.0 Workflows
* Developing custom MSCRM workflows and plug-ins
* Installation and administration of App Fabric
* Developing asynchronous JavaScript queries with the OData Service
* CRM 2011 Ribbon Customisations
* Developing SharePoint 2010 web parts
* Developing PowerShell scripts for Windows Server 2008 R2 automatic configuration
* Administration of CVS, Subversion and Mercurial as a version control system.

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| 1st Feb 2011 – 30th August 2011 | Radius, London | Technical Lead (Contract) |

As an MCP Dynamics Senior Developer I was involved in a CRM 2011 solution for the financial services market.

* Mastering the project sprint backlog.
* Fixing bugs before delivering.
* Developing SSRS Reports.
* Hyper-V management.
* SharePoint 2010 integration.
* Designing and developing WCF Web Services to communicate third party applications.
* Designing and developing Silverlight 4.0 XAML pages.
* Developing and testing custom plug-ins and workflows in CRM 2011.
* Developing and testing OData JavaScript queries in CRM 2011.
* Administration of Windows 2008 Server, ISS 6/7 and SQL Server 2008.
* Analysis and customization of CRM.

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| 14th March 2010 – 30th Jan 2011 | Alfa People, London | Crm Dynamics Developer (Contract) |

As a MCP Dynamics Senior Developer I was involved in a CRM 2011 Beta solution for a famous delivery company. In my position of CRM Developer, I had to run and check every day a sprint backlog in a team of 4 developers.

* Mastering the project sprint backlog.
* Support and consultancy for the development team.
* Training new developers.
* Fixing bugs before delivering.
* Designing and developing WCF Web Services to communicate third party applications.
* Designing and developing Silverlight 4.0 XAML pages.
* Developing and testing custom plug-ins and workflows in CRM 2011.
* Developing and testing OData JavaScript queries in CRM 2011.
* Administration of Windows 2008 Server, ISS 6/7 and SQL Server 2008.
* Analysis and customization of CRM.

Before starting the 2011 project, I was involved in a CRM 4.0 project doing the same tasks and role I did in my previous company.

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| 12th March 2007 – 25th Jan 2010 | GFI, Madrid | Software Engineer (Permanent) |

GFI is certified locally and internationally for Microsoft and Oracle for the provision of services relating to their IT solutions and applications, and commercially for the sale of its software products. They are one of their preferred partners in the Spanish market with capacity to cover ERP and HR solutions in an integrated manner.  
The company was involved with Microsoft Iberia and Altitude in a health insurance application to help Scor Telemed to offer health care packages. Their main activity was to communicate to all the insurance companies we have in the country to offer their clients the best possible package.

* Designing and developing Web Services to communicate Alfresco Web Service API with Microsoft CRM Dynamics 4.0 Web Service API. C# Web Services.
* Using MSCRM 4.0 SDK to manage entities in MSCRM.
* Developing plug-ins and workflows to add new functions to CRM.
* Customization of MSCRM developing new features with JavaScript.
* Administration of Windows 2003/2008 Server, ISS 6/7 and SQL Server 2005/2008.
* Developing web pages with ASP.NET (2.0,3.0)
* Developing a spring web application to monitor SOAP messages.

Education

* *01 September 2008* – 01 July 2010  
  *MSc Computer Science*  
  ISCED 5.
* *01 September 2002 – 01 July 2006*  
  *Technical Systems Engineer*  
  ISCED 4.