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| Vangelis Xanthakis  Microsoft Dynamics 365 CE | Developer | Architect | Tech Lead  Phone: +44 7449 941075  <https://www.linkedin.com/in/vangelisxanthakis>  <https://twitter.com/aylosx> | | | | | Languages Proficiency:  English (proficient)  Greek (native)  Qualifications/Accreditations:  MSc e-Business Management Paisley University of Scotland  BSc Computer Systems Engineering Technical Educational Institution of Piraeus  Microsoft Certified Technology Specialist in Microsoft Dynamics 365 CE | | | | | |  |
| Profile | | | | | | | |
| Highly enthusiastic hands-on applications architect, technical lead and seasoned developer, enjoying developing software, specialising 13+ years in the Microsoft Dynamics 365 CE platform, having 20+ years of knowledge and experience on delivering enterprise systems using Microsoft technologies.  Experienced in full system design, development, and full application life cycle from conception within budget and deadlines, to final delivery. Most of the professional time has been occupied in analysis; architecture; software design; coding; ensuring functional and non-functional requirements are analysed, captured, prioritized, implemented, unit-tested and deployed.  Always reliable, dedicated, disciplined and methodical pays particular attention in detail throughout his work with a strong sense of anticipation. Working effectively alone or as an active team player willing to help or mentor other team members when required. Leading developers’ teams by following a result driven approach.  Apart from the Microsoft Dynamics 365 CE, exploring and mastering areas such as Quality Assurance, Software Development Life Cycle, DEVOPS Automated Builds and Deployments (CI/CD), Software Frameworks, Technical Debt, Parallel Delivery Streams, Cloud based (IaaS/PaaS/SaaS), improving the delivery of enterprise systems. | | | | | | | | |
| Key Skills | | | | | | | |
| **Industries** | | | | Business | | | Technical |
| * Financial; integrated supply and trading; project service automation * Public sector; civil aviation regulations; help to buy; complaints * Oil, Gas; fuel card system * Insurance; business processes automation, sales, complaints * Health; occupational health * Automotive; sales life cycle process * Leisure; lead management * Services; case management | | | * Requirements Analysis * Functional and Non-functional Specifications * Solution Architecture * Solution Design * Delivery Estimations * Functional and Technical Workshops * Technical authoring including business process diagrams & documentation, architecture, design documents, reports, deployment documentation   **People**   * Technical Team Coaching * Technical Team Leadership * Technical Team Coaching * Working closely with Stakeholders and Super users | | | * Microsoft Dynamics 365 CE/CRM (since 2005) * Microsoft Dynamics 365 Portals * ALM using Azure DEVOPS * Automated Unit Testing * SCRUM addicted * Microsoft Visual Studio * Version Control SVN, TFS/GIT * Microsoft .NET Framework * Azure Service Bus, Azure Functions, B2C, VMs * ASP.NET/C# * JavaScript/jQuery/JSON/REST * SQL Server * SharePoint * Internet Information Server * AdxStudio/Sitecore/DotNetNuke * Windows Server * AD DS, AD CS, AD FS, DNS | |
| Key Experience | | | | | | | | | |
| CAPITA  Contract  DevOps for Dynamics 366 Customer Engagement  *Apr 2019 –*  *Jul 2019* | | Short term engagement as a Microsoft Dynamics 365 CE and DevOps Developer in the delivery of the Workspace Agility programme. Workspace Agility replaces the traditional IT desktop with a managed service. It gives users access to all the applications and data they need from any device and location.  My main involvement in the programme was to design and implement a two-fold DevOps experience, one for the developers in the lower development environments and another one for the delivery to the higher environments (i.e. UAT, PROD). The requirement for the lower environments was that each team member configuring/developing should be working in an isolated environment and the changes compiled/merged into the master development environment. The latter was the environment to compile the production releases.  The solution based on Microsoft SDK tools, bespoke tools and 3rd party tools orchestrated within the Azure DevOps build and release pipelines. That was quite a challenging implementation given that all the environments had to be in sync and the nature of the MS Dynamics 365 CE, Portal, Configuration and Reference data that had to be migrated on each instance.  Apart from the DevOps, I trained the internal team in a number of areas within the MS Dynamics 365 CE and the Portal Capabilities. Additionally, implemented parts of the solution during my engagement and produced documentation in the Azure DevOps Wiki. | | | | | | | | |
| British Medical Association  Contract  CRM/CDS  Integration  *Nov 2018 – Apr 2019* | | Engaged as a Microsoft Dynamics CRM and Azure Integration Architect/Developer in the delivery of the new members Onboarding portal.  BMA has a number of legacy systems including of Microsoft Dynamics CRM and as part of the IT strategy road map it has to replace all those systems with the latest Microsoft Dynamics 365 platform.  My main involvement was to design and implement the integration modules between the Microsoft Dynamics CRM and the common data store used by the new members on-boarding portal. This is a tactical move to help the organization to eliminate the use of some of the legacy systems before upgrading in the latest Microsoft Dynamics 365 CE platform.  The main challenge of the solution was to keep the operational cost of the solution low and have been requested by the client to deliver the solution on the Azure BLOB Storage. Given the above requirement I had to design and develop the solution using staging data by making sure of the data integrity and align it with the given security requirements. For the solution we used CRM bespoke entities and CRM plug-ins for the staging, JSON messaging, C# modules for the incoming and outgoing messaging. *Automapper*, *Newtonsoft.Json, NLOG.net* and messaging serialization/deserialization have been used to offer a resilient solution with low maintenance requirements. | | | | | | | | |
| Chelmsford City Council  Contract  Citizen Gateway Portal  *Sep 2018 – Oct 2018* | | Short term engagement as a Microsoft Dynamics 365 CE, Portals and Azure Developer in the delivery of the citizen gateway portal for the Chelmsford City Council.  The actual implementation based on Microsoft Dynamics 365, Microsoft Dynamics 365 Portals and the Microsoft Azure to support citizens for making various application requests. The end-to-end solution have been fully based on SaaS model.  Main responsibilities were the design, configuration and development of Dynamics 365 modules, Dynamics 365 Portal pages, forms and templates, and Azure Web API/services, Azure functions.  During my involvement in the programme I designed and developed: (a) Portals template engine (JavaScript/Web APIs/integration) to support anonymous users’ sessions. The engine allowed fast development of the web templates/forms/steps. (b) Integration between the portal and the Barclays payment gateway for online payments. (c) Azure Functions (D365 webhooks) framework (d) Email and email templates logic. | | | | | | | | |
| Financial Ombudsman  Contract  Complainant and Respondent Portals  *Jan 2018 – July 2018* | | Engaged on behalf of Avanade as a Microsoft Dynamics 365 Portals Technical Lead and Dynamics 365 Technical Consultant/Developer in the delivery of the complainant and respondent portals of the Financial Ombudsman Service.  The actual implementation based on the Microsoft Dynamics 365 and Microsoft Dynamics 365 Portals and the Microsoft Azure to support the consumer complaints about financial services. The end-to-end solution have been fully based on SaaS model.  Main responsibilities were the coordination of the Portals technical team; the design of integration modules including Dynamics 365; Portals; Azure Service Bus; Azure Functions; Azure B2C; implementation of Dynamics 365 modules; the implementation of the DEVOPS operations; the development of various coding modules. Involved in multiple technical design sessions liaising with the stakeholders working alongside with the team’s architect.  Introduced agile process, coding standards, development processes including automated unit testing. Additionally, built and setup automated builds and deployments (CI/CD) for the Dynamics 365 Portals delivery in parallel streams on VSTS. | | | | | | | | |
| KPMG  Contract  Client Relationship Management  *Nov 2017 – Jan 2018* | | Assisted KPMG in their internal implementation of Client Relationship Management on Microsoft Dynamics 365 as a Dynamics 365 Lead Developer.  This was a fully bespoke solution based on the Dynamics 365 platform mainly focused on Sales Management and Project delivery. A very complex design that involved many bespoke entities, custom forms, plug-ins, code activities, business rules and JavaScript modules.  Involved mainly in solution design and implementation of the various coding modules. Additionally, designed and estimated parts of the system. | | | | | | | | |
| British Petroleum  Contract  Integrated Supply and Trading  *Aug 2016 – Sep 2017* | | Engaged on behalf of Avanade as a Microsoft Dynamics 365/CRM Technical Lead in the Integrated Supply and Trading (IST) Microsoft Dynamics 365/CRM system of British Petroleum (BP) at Canary Wharf; initially joined as a Microsoft Dynamics CRM Lead Developer and later I was assigned the Technical Lead role.  This was a XRM implementation fully bespoke and supported a number of BP IST business areas. At the end of 2016 the system has been upgraded to the newest Microsoft Dynamics 365 edition.  My initial assignment was mainly involving DEVOPS, automated unit testing, automated builds (CI/CD) and further more streamlining the delivery of the system. The latter included design and implementation of frameworks, libraries and tools. Apart from that I was involved in addressing technical debt and designing and implementing new functionality in the system.  Additionally, I helped the team to realise the SCRUM benefits and assisted in defining the procedures and processes. Some of those were peer reviewing of the design and the implementation. I was also covering technical leading matters such as leading the development team; coaching the other members whenever required.  Coordinating the development team members following agile methodologies, looking after the DEVOPS, release management and liaising with the test team, other members and business stakeholders. | | | | | | | | |
| BUPA  Contract  Complaints Management  *Jan 2016 – Aug 2016* | | Engaged as a Microsoft Dynamics CRM Lead Developer in the Dynamics CRM unity team to build and deliver the complaints project. Massive Dynamics CRM Online 2015 Update 1 instance on the cloud with 9+ millions customer base.  The implementation covered new functionality related to compliance and also covers areas such as remediation and refactoring of existing modules. Additionally, refactored/automated the business process and auto escalation mechanism. This was a large project and very complex implementation that was delivered on time and in budget.  The project run on SCRUM methodology making full use of user stories, defects, test cases, tasks, etc. and it facilitated the online version of TFS following a formal process of development, unit testing, code reviews, system and regression testing before stories been sign-off by the business.  Implementation included but not limited to business processes, business rules, workflows, user interface, JavaScript, plug-in modules and automated unit testing. Also, had an excellent collaboration with the business analysts and solution designers and helped in the shaping of the solution.  Additionally, helped the team to realise best practises of software delivery whilst increased the productivity and efficiency of the delivery. | | | | | | | | |
| HCL Technologies  Help-to-Buy ISA  *Oct 2015 – Jan 2016* | | Engaged as a Microsoft Dynamics CRM Architect in the Help to Buy ISA program with main tasks the design and delivery of the conveyancers’ portal based on Adxstudio integrated to the Dynamics CRM 2015 platform.  This was a cloud-based solution on Windows Azure (IaaS) for the CRM and the portal (PaaS). The portal expected to be accessed by 20K+ registered users and perform financial transactions related to property purchases.  My main task was to design the flow and main modules involved to support the business process, such as user registration/management, application and confirmation. | | | | | | | | |
| CGI  formerly LOGICA  Shell Horizon 3 fuel card programme  Civil Aviation Authority transformation programme  *Sep 2013 - Oct 2015* | | Engaged as a Microsoft Dynamics CRM Architect, Development Lead and Technical Design Authority in Civil Aviation Authority transformation programme and as a Microsoft Dynamics CRM Architect and Lead Developer in the Shell Horizon 3 fuel card programme. A list of everyday activities included but not limited to:   * Liaising with the stakeholders to understand the business needs. * Gathering and analysing the business needs and designing the high-level solution. * Translating the business requirements into functional and non-functional requirements. * Authoring the required documentation, including text, spreadsheets and diagrams for either functional or non-functional requirements. * Authoring the technical and functional specifications of the solution and submodules. * Leading onshore and offshore CRM developers and testers during the implementation using SCRUM and TFS or VSO tools. * Implementing software modules including customization, configuration of Dynamics CRM and coding modules by following well known and best practices. * Managing and supporting the deployment of the solution. * During the stages of the implementation making sure that the solution meets the business requirements by using the right tools and keeping in constant contact with the stakeholders and demoing the solution (show-and-tell).   **Civil Aviation Authority transformation programme (SC Cleared)**  Entity Performance Tool (EPT) was a Cloud based solution based on Dynamics CRM 2013 to assess the performance of Aviation Entities in terms of safety and risk. Liaised with the key stakeholders, product owners and SMEs to analyse the Entity Performance Tool.  Analysed the requirements, updated the user stories and prepared the solution design, data modelling, and detailed design. Setup the work items and managed a team of onshore developers using Visual Studio Online following SCRUM methodology.  Prepared the Visual Studio solution to support the development in an effective and productive manner. Additionally, implemented a framework to support the development and parts of the solution; coached, coordinated and supported the team members.  Supported the testing procedure and prepared the release notes and deployment packages; merged the solutions. Managed the installation of the CRM modules in the UAT environment and the deployment of the solution.  **Shell Horizon 3 fuel card programme**  Shell Horizon 3 programme was a massive implementation involving thirteen separate integrated systems that were covering the business needs of Shell across 40+ countries. The systems were hosted and supported on private cloud by CGI (formerly Logica).  Performed impact assessment for the incorporation of Active Directory Federation Services in the Shell Horizon 3 programme. Along with the ADFS adoption supported the CRM Client for Outlook experience.  Liaised with several members of the programme teams; understood the existing architecture; identified the interfaces and adoption challenges. Reviewed and agreed the findings with the other project team members. Delivered the required changes in a number of Microsoft Dynamics CRM 2011 interfaces.  Prepared the functional and technical design specifications for several Dynamics CRM 2011 solutions; reviewed functional and technical specifications; implemented and supported multiple CRM solutions. Improved various areas of the CRM implementation such as the integration with the call centre.  Supported other CRM solutions by either contributing to solution design and/or delivering end to end solutions such massive data uploading, service fees, CRM email attachment storage, automated deployments, etc. | | | | | | | | |
| Avanade  *Oct 2012 - Aug 2013* | | Produced and implemented a productive implementation methodology using latest technologies on Dynamics CRM 2011 such as the developer’s toolkit, solution packager, ILMerge and other tools to satisfy both agile and waterfall scenarios.  Supported RFI/RFP responding, solution architecture, project scope definition, resource estimating and assistance in proposal development.  Managed and coordinated CRM developers/consultants for MWB implementation.  Coached and assisted other members of the CRM practice in various assignments for implementation or research purposes.  Has been an active member of the Dynamics CRM worldwide community by posting blogs and responding on queries. | | | | | | | | |
| AYLOS    *Feb 2006 -*  *Sep 2012*  *Jan 2016 -*  *Now* | | Consulting and software services for various IT consulting, software companies (e.g. Avanade, KPMG, Ciber, EXUS, NIMATEKS, LOGiN, etc.) and end client companies for various implementations.  Delivered various types of enterprise software implementations for a numerous of different type and size companies by embracing change and quality. Implemented Microsoft Dynamics 365/CRM, all versions since 2005, on premise and online; web applications; migration; integration; based on Microsoft technologies.  Company sizes varied from small-medium to larger organisations from various sectors such as insurance, health, retail, automotive, leisure and services.  Worked as a member or as a lead with domestic or international teams to provide medium or larger software implementations. Main roles during this period were developer, consultant, application architect and technical/development lead.  Analysed requirements and liaised with client team members while was leading workshops to identify and agree functional and non-functional requirements.  Designed and developed complex applications, modules and software frameworks. Applied various technologies and/or platforms including Microsoft Dynamics 365/CRM, Microsoft .NET Framework, ASP.NET, MVC, JavaScript, jQuery, JSON, REST, Silverlight, Microsoft SQL Server, Windows Azure, DotNetNuke, SharePoint, Sitecore, etc. | | | | | | | | |
| Qualifications/Accreditations | | | | | | | | |

* MSc Degree: Management of E-Business - University of the West of Scotland (formerly Paisley)

*Thesis: A Critical Investigation of Automatic Code Generation Concepts in the Development of e-Business Applications: The Paradigm of a SOA Code Generation Engine*

* BSc Degree: Computer Systems Engineering - Technical Educational Institution of Piraeus

*Dissertation: The Paradigm of a Marketing Visual Information System in the Car Industry*

* Certificate: Developing Business Applications with Microsoft PowerApps, CDS, and Flow
* Certificate: Information Technology Management - Technical Educational Institution of Piraeus
* Certificate: Programming - Information Technology College of New Smyrni Municipality
* Certificate: Microsoft Dynamics CRM 2011 Applications
* Certificate: Microsoft Dynamics CRM 2011 Extending
* Certificate: Microsoft Dynamics CRM 2011 Customization and Configuration
* Certificate: Microsoft Dynamics CRM 2011 Installation and Deployment
* Certificate: Microsoft Dynamics CRM 4.0 Customization and Configuration

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| More Recent Training |

* Introduction to Azure App Services ([Pluralsight](https://app.pluralsight.com/library/))
* Line of Business (LOB) Apps with PowerApps and Flow ([Pluralsight](https://app.pluralsight.com/library/))
* Developing Business Applications with Microsoft PowerApps, CDS, and Flow ([www.edx.org](https://courses.edx.org/certificates/18747e04e325447ebb92b98d0c0ab4fc))
* Building Highly Scalable Web Applications in Azure ([Pluralsight](https://app.pluralsight.com/library/))
* Project Service Automation in Microsoft Dynamics 365 ([Microsoft Dynamics Learning Portal](https://mbspartner.microsoft.com/))