**Mounika G**

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|  | Professional Summary |

* Overall 3 Years 3 Months of Experience in MS CRM having sound knowledge of working with different versions of MS CRM
* Experience in converting client requirements into functional specifications
* Experience in configuration and customization of the MS CRM- Forms, Workflows and Business rules configuration.
* Experience in delivering the complex and configurable user-friendly solutions
* Hands on Experience in maintaining access controls in CRM based on Roles and Access conditions
* Experience in leading Appliation implementation through requirements, design, reviews, Quality Assurance testing, deployment and support
* Leading and/or participating in change management initiatives related to successful adoption CRM.
* Led Training and education sessions for stakeholders, preperation of user manuals and Guides.
* Experience in working with Agile Methodology - Preperation of Epics, User stories and Used Cases.

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|  | Education Summary |

* M.Tech from G. Pullareddy Engineering college, Kurnool. in 2016 with 73.8%

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|  | Technical Skills |

* Microsoft Dynamics : Microsoft Dynamics 2016 and D365.

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|  | Employment Details |

* KPMG, Jan 2019-Present

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| **Product/Project Experience** | **Project Name : Think Beyond**  **Database : Online CRM**  **Platform : Microsoft Dynamics 365**  **Role : CRM Functional Analyst**  **Abstract**:  Think Beyond is banking project to one of client in UK. It handles pensions & retirement, mutual insurance etc. In this USD application (integrated with MS CRM) is used by users to query to MS CRM.  **Responsibilities:**   * End to end testing with CRM. * Gathering requirements from clients and preparing the documents for implementations * CRM Customization, Workflows, Data Management * Requirement Analysis. * Raising Defect on UAT Environment while doing testing. |
| **Product/Project Experience** | **Product Name : eUPP(elite Unified Payment Portal)**  **Database : Online CRM**  **Platform : Microsoft Dynamics 365**  **Role : CRM Functional Analyst**  **Abstract**:  eUPP solution is built on Microsoft Dynamics CRM platform, eUPP is the best online fee payment management solution for every education setup that can offer ease to parents, students and faculty. UPP also reduces hassle of standing in long queue to deposit fee and saves precious time. With eLite UPP, parents can make fee payment using any bank account/ credit card/ debit card/ payment wallets and UPI. (website - eupp.in)  **Responsibilities:**   * Microsoft Dynamics CRM set-up for Product Development. * Creating Entities and Relationships between them, form designing, sitemap configure, users for different schools/colleges. * Creating Views, Business rules and Workflows * Experience in Duplicate detection rules and Imports |