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| **Sowjanya** | **RESUME**    **Email:sowjanyagr14@gmail.com**  **Mobile:+917386318964** |

**Professional Summary:**

* **7** years of Work experience and with relevant **2.6** years of experience in Dynamics 365 CE Online & Microsoft Dynamics CRM 2016.
* Expertise in configuring **CRM components like Solutions, Forms, Fields, Views** and **Security Roles, Business Units, Teams,** etc.
* Experience in implementations of Client side & Server Side Validations using Business Rules
* Facilitate the decision-making process and develop functional designs that will drive the development process.
* Experience in developing applications on the Microsoft Dynamics CRM platform with **Entity, Ribbon,** and Sitemap customizations.
* Strong hands-on experience using CRM entities
* Experience in developing **Workflow, Business Processes, Business Rules, Dashboards, and Charts.**
* Ability to reach fast pace and mold to time-sensitive environments for delivering the requirements on time with minimal effort.
* Strong conceptual, analytical, and problem-solving skills. Good team player and interactive with staff at all levels of the firm.
* Having knowledge on Power apps.
* Basics of the Customer Service module, Field service module, Finance & Operations.
* Basics in Manual Testing.

**Education:**

* Completed **MBA** from **SRI** **INDU** **PG** **COLLEGE** from Osmania University.

**Work Experience:**

* Worked as a **Software Engineer** in TheData techLabsInc **(**TDTL**).**
* Worked as a **Functional consultant** in Hydoodle Technologies Pvt Ltd **.**
* Worked as a **Customer** **Care** **Executive** in Sri Sai Associates.

**Skill Set:**

* Microsoft Dynamics 365 CE,
* MSD CRM
* **Web Technologies:** HTML
* **Service Management**

**Projects Experience:**

**Project : JMH ( Aug 2020 to May 2021)**

**Environment : Microsoft Dynamics 365CRM**

**Descrition :**

The Purpose of this project is to provide information to the IT company to allow their endorsement of the development, maintenance, hosting, and use of D365CE HRM application for the JMH.

**Project** : **VMS (July 2021 to March 2022)**

**Environment : Microsoft Dynamics 365 CE**

**Description :**

VMS is an Automated Software for the transportation industry or an organization which owns a large number vehicles and managing bookings, managing information of driver, vehicle type, maintenance, Vehicle Parts, fuel type.

**Roles and Responsibilities:**

* Prepared Documentation for the R & D work
* Involved in Creating all End-to-End process in Sales Module from Lead to Invoices
* Involved in import and export as per the requirements into various environments.
* Creation of new modules in CRM based on the business requirements.
* Involved in gatheringtheinputs from the users.
* Creating workflows based on the requirements.
* Involved in creating Entities, Forms, Fields, Views
* Involved in Business Rule based on requirement.
* Involved in Deployments based on Client Requirements.
* Involved in creating Work-flows for Approval process
* Involved in Creating Marketing pages and forms and Events in Marketing module.
* Involved in Creating Cases and Queues and Routing rule sets and SLAs.
* Involved Customization of creating entities and forms and views.
* Involved Creating Work Orders and schedule Board in Field Service Module.
* Creating Purchase Orders, Sales Orders and Invoices in Finance and Operations.
* Creating Cases, Queues, SLA’s, Holiday Schedules and Customer Service Schedule.

Date: (Sowjanya)

(Sign)