

ABOUT ME

I have a very quick learning curve and I am pretty good at working on new technologies and challenging tasks. I have an equal inclination for technology and understanding client business which gives me an edge.

CAREER OBJECTIVE

I want to work for a role which demands delivering innovative technology solutions to solve real-life business challenges of client. I am open working for both: established corporates as well as high growth startups, who supports this career objective.

WORK PROFILE SUMMARY

- **CRM and .NET Consultant** with around 3.5 years of experience in **Microsoft Dynamics CRM (2011, 2013, 2015)** and related **.NET technologies** including **ASP.NET, C#, VB, SQL Server, WCF, MVC, IIS, TFS**, etc.
- At Deloitte, I primarily work as the **Techno-Functional CRM Consultant** involved in designing, developing and delivering large scale .NET-based CRM projects and serving as the SME for the same
- In addition to the .NET stack, I have strong hold on **NoSQL MongoDB** database
- Proven record of showcasing technical, functional and analytical skills on challenging roles with complete responsibility. **Promoted within 2.2 years** for the role of Technology Consultant at Deloitte
- **Technical Author** with some of the top technology blogs. **Published more than 50 tutorials** online.

SKILLS

.NET Technologies

Microsoft Dynamics CRM

ASP.NET

C#/VB

WCF

TFS

IIS

MVC

Web Development

HTML/CSS/Javascript

jQuery

Isomorphic Javascript

UI/UX

Databases

SQL Server

MongoDB

NoSQL Technologies

EXPERIENCE SUMMARY

Deloitte Consulting

Consultant

Jan 2013 – Present



- Working as a Techno-Functional Microsoft Dynamics CRM Consultant and .NET Developer, leading a team of up to 6 members
- Knowledge of Microsoft Dynamics CRM 2011, 2013 and 2015
- In-depth development knowledge of Microsoft Dynamics CRM including:
 - CRM SDK
 - Form Customizations and Configurations
 - Plugin Development
 - Web Services and xRM Framework
 - Client side scripting
 - Workflows, Business Process Flows, Dialogs and Actions
 - Web Resources, SiteMap and Ribbon Customizations
 - Security Framework and Solution Deployment
 - Solution Deployment
 - SDK Tools such as Plugin Deployment, crmsvcutil, etc.
- Strong functional knowledge of Microsoft Dynamics CRM including Customer Service, Sales and Marketing business processes
- Worked extensively on technologies like ASP.NET, WCF, SQL Server, C#, VB, HTML, Javascript, jQuery, AJAX and JSON
- Actively involved in Requirement Analysis, Functional Specifications, Development, Testing and driving the Technology-to-Business Transformation

Pencilar

Co-Founder and Product Lead

June 2012 – Dec 2012



- Co-founded an ed-tech startup that provided a collaboration network platform for universities and institutes
- Worked extensively on NoSQL MongoDB, Schema Design, API Integration (PHP), Deployment (Amazon AWS) and HTML/CSS/jQuery
- Responsible for driving the Product Design (UI/UX), Development and Feature Releases

PROJECT PROFILE

Horizon IMRF

Duration: Dec 2013 – Present

(6 months on another CRM project between this time frame)

Client: IMRF (Illinois Municipal Retirement Fund)

Domain: Retirement

1 Excellence Award for Outstanding Achievement



3 Spot Awards for Client Service Excellence



Role: CRM Module Lead and Developer

Technologies: Microsoft Dynamics CRM 2011, ASP.NET, WCF, C#, VB and SQL Server 2012, IIS

Description: Horizon IMRF is an extension of Deloitte's DPAS (Deloitte Pension Administration System) market offering for Retirement domain. IMRF implemented Horizon system on the top of their legacy system with the goal of providing a better customer service. The new system introduced Microsoft Dynamics CRM to provide a 360 Degree View, Contact Management, Case Management, Activity Management, Knowledgebase Management and close integration with Legacy System. The new CRM system also integrated with other DPAS modules such as IBM FileNet, IBM DataCap and Work Manager to manage workflow processing.

Responsibilities:

- Techno-Functional Lead of CRM Module leading a team of 6 members

- Involved in Requirement Analysis, Design, Architecture, Development and Testing
- Develop complex CRM functionalities involving Customizations, Configurations, Plugins, xRM Integration, Web Service Integration, Solution Management and Deployments, Security Model, Administration, Javascript, Web Resources and SDK Tools
- Develop REST WCF services to integrate with CRM
- Coordinating with BLs, drive the functional module design and provide technical solutions to complex CRM functionalities
- Manage UAT and PROD releases, environment setups and defect fixing tasks

Horizon RSA

Duration: Jan 2016 – June 2016

Client: State of Alabama

Domain: Retirement

1 Spot Award for Outstanding Performance



Role: CRM Module Lead and Senior Developer

Technologies: Microsoft Dynamics CRM 2013, ASP.NET, WCF, C#, VB and SQL Server 2012, IIS

Description: Horizon RSA is a further extension of Deloitte's DPAS IMRF Project in Retirement domain (described in previous section). It is a transfer solution project with additions to business scope, framework level changes and technology upgradation. For CRM module, the project upgraded to Microsoft Dynamics CRM 2013 from 2011 version.

Responsibilities:

- Techno-Functional Lead of CRM Module leading a team of 3 members
- Designed the initial project architecture and integration framework with CRM 2013
- Customized and configured new CRM Forms/Entities, Security Setup, Solution Management
- Developed Plugins and CRM Web Service integrations

LA eMeds

Duration: Jan 2013 – Nov 2013

Client: State of Louisiana

Domain: Health Care

Role: CRM and .NET Developer

Technologies: Microsoft Dynamics CRM 2011, ASP.NET, C#

Description: The LA eMeds implementation allows individuals and families to compare and avail health insurance plans. The application is a collection of modules interacting and working together to facilitate the application registration, data collection, eligibility determination, and the disposition of benefits. There are two major portals built under this implementation – CRM portal and Self Service portal.

Responsibilities:

- Develop CRM functionalities including Customizations, Configurations, Plugins, Workflows and Javascript
- Develop ASP.NET screen functionalities for the Self Service portal (using HTML, CSS, C# and SQL)

Pencilar

Role: Co-founder and Product Development Lead

Duration: Jun 2012 – Dec 2012

Client: State of Louisiana

Domain: Health Care

Technologies: MongoDB, jQuery, PHP, Amazon AWS

Description: Pencilar is a collaboration network platform for universities that allows teachers, alumni and current students of the university to connect with each other. The platform provided advanced features such as user profiles, connections, follow, messaging, file sharing, administration and analytics, all built on MongoDB.

Responsibilities:

- Build a quality technology product using MongoDB and PHP API
- Backend Development and Database Schema Design
- Frontend Development and UI/UX Design
- Analyze product's business needs, market offerings and future scope

CERTIFICATIONS

- **MCTS:** Microsoft Dynamics CRM 2011 Customization and Configuration

PUBLICATIONS

ARTICLES

10+ In-depth Articles on:

- MongoDB
- Javascript/jQuery
- Data Modeling

TUTORIAL SERIES

3+ Complete Tutorial Series on:

- **Microsoft Dynamics CRM**
- MongoDB
- MVC

WHITE PAPERS

2 White Papers (Deloitte) on:

- Microsoft CRM as COTS Application
- Editable Reports with iText

ACADEMIC QUALIFICATIONS

Degree	University/Board	Year	CPI / %
B. Tech. in Information Technology	Institute of Technology, Nirma University (Ahmedabad, Gujarat)	2012	8.34
H.S.C.	Gujarat Board (Ahmedabad, Gujarat)	2008	87.80 %
GUJCET		2008	92.56 %
S.S.C.		2006	88.57 %



Silver Medalist (B. Tech. in Information Technology)

INTERESTS

- Blogging, Technology and Startups

PERSONAL DETAILS

Date of Birth	Gender	Current City
3 rd Aug, 1991	Male	Mumbai