

Harsh Ranjan

Email: harshranjan1995@gmail.com

Mobile: +91 8789443574

LinkedIn : <https://linkedin.com/in/harshlive/>

Work Experience

- 1 year and 10 months of total experience in the IT industry on Microsoft Dynamics CRM along with Azure and Microsoft Power Platform.
- MS CRM professional experienced in CRM application development with customization and configuration.
- Good Exposure at Dynamics 365 Portals.
- Good Exposure at Plug-ins, JavaScript, Custom workflow.
- Exposure to azure services like App service, Azure functions, Azure Chatbots, Azure Search service, Azure data factory, Azure Cognitive services, Azure ML, Azure IOT Hub, SSIS
- Exposure to PowerApps Canvas Apps, Data Integration module, Microsoft Flow.
- Exposure to Unified Service Desk.
- Extensively involved with Pre Sales Team and Architects to drive POCs and RFPs.
- Identified as "Orbit Shifter"- Top 5% Entry Level Trainees in Cognizant who are allocated to projects without training based on performance in assessments before joining the organization.
- Good learner of new technologies and excellent team player and having good time management and communication skills

Technical Skills

- C# ASP.Net, SQL, Javascript, AJAX
- Azure, SSIS
- HTML/CSS, Bootstrap
- Node.js

Certifications

- Microsoft MB2-716 Configuration and Customization.
- Microsoft AI Hackathon Participant

Employment Details

Name of the Company

Cognizant Technology Solutions

Duration

December 2017 – Till Date

Project Experience

Project/Client Name	USA Government Toll Agency
Duration (From – To)	January 2018 to August 2018
Project Description	<ul style="list-style-type: none"> • A COTS project that involved extensive implementation of service module to facilitate back office agents to process customers' requests with ease.
Role & Responsibilities	<ul style="list-style-type: none"> • Requirement gathering. • Involved as developer for customization. • Involved Microsoft Dynamics CRM and Dynamics AX integration that was achieved using PowerApps Data Integration Module. • Developed web services for different entities which were fetched and used by other team. • Developed a customer 360 view in angular.js showing key metrics to the agents using D365 javascript web api calls • Written plugins for specific duplicate prevention requirements. • Documented the deployment document and technical design document. • Involved in the deployment process and hypercare activities.
Team Size	Onsite: 1; Offshore: 2

Project/Client Name	USA based food and beverage Company
Duration (From – To)	October 2018 to February 2019
Project Description	<ul style="list-style-type: none"> • A Retail project which revolves around Service module of Dynamic 365. It only involved CRM version upgradation to Dynamic 365 version 9.0. • Implementation of service module.
Role & Responsibilities	<ul style="list-style-type: none"> • Requirement gathering. • Upgraded all the javascripts in the application with the newer version of Dynamic 365 version 9.0. • Tested Application functionality after upgradation. • Unit testing and sanity testing. • Documented the deployment document and technical design document. • Involved in the deployment process and hypercare activities.
Team Size	Onsite: 1; Offshore: 2

Project/Client Name	USA based food and beverage Company
Duration (From – To)	March 2019 to August 2019
Project Description	<ul style="list-style-type: none"> • Dynamics 365 Portal Implementation for service module to facilitate end users with a LOB application that served as a simple and intuitive ticket management system.
Role & Responsibilities	<ul style="list-style-type: none"> • Requirement Gathering • Developed custom web pages using javascript HTML, CSS and Bootstrap for login, search, contact maintenance and ticket management functionalities. • Created and hosted Azure function to perform operations in Dynamics CRM and called them from javascript via Portal. • Implemented instant search with auto complete feature that decreased record searching times from upto 2 minutes to almost 10 seconds using Azure search service.

	<ul style="list-style-type: none"> Written plugins for auto escalation and sending emails to customers based on ticket age. Implemented microsoft flow to update specific record based on certain triggers. Involved in the deployment process.
Team Size	Onsite: 1; Offshore: 3

POCs/RFPs/Hackathons

- Implemented Chatbots (using node.js) for hackathons and multiple Customer Demos for BFS, HealthCare, Travel and Hospitality Use Cases using Azure Bot Framework and Azure App Service to perform operations in Dynamics CRM.
- Implemented Unified Service Desk for a Customer Demo with Amazon Connect CTI Integration with the capability to host desktop applications and custom web applications within USD.
- Implemented D365 Portal for BFS and Travel and Hospitality use cases to showcase product capability.
- Implemented critical use cases to demonstrate SFDC to D365 data integration using SSIS (running on Azure Data Factory) with KingswaySoft Connector.
- Created a solution for a hackathon using PowerApps, Azure functions, Azure IOT Hub, Microsoft Dynamics 365 and Azure ML to help medium scale cloth selling outlets leverage machine learning, sensor feedback and Dynamics Platform to boost their sales and improve customer service.
- Integrated D365 to twitter using social engagement to create leads and case records in CRM based on user tweets sentiments.
- Implemented Email to Case Automation with categorization of case based on intent recognized in the email body by using Azure Cognitive Service.

Educational Qualifications

S.No	DEGREE / EXAMS.	UNIVERSITY/ BOARD	NAME OF INSTITUTION	YEAR	PERCENTAGE/CGPA
1.	B. Tech (Mechanical Engg.)	BPUT Rourkela	CV Raman College of Engg. Bhubaneswar	2017	8.7
2.	H.S.C. (Science Stream)	CBSE Board.	DAV Public School Koyla Nagar Dhanbad	2013	90
3.	S.S.C.	CBSE Board.	DAV Public School Koyla Nagar Dhanbad	2011	10

PERSONAL DETAILS

- Date of Birth** - October 17, 1995
- Gender** - Male
- Marital Status** - Unmarried
- Nationality** - Indian
- Linguistic Proficiency** - English, Hindi.
- Father's Name** – Shri. R.R Dubey
- Permanent Address** – Qtr. No. E-19, CCWO Colony Saraidhela Dhanbad, Jharkhand