

**Ph#:**

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**Summary:**

* Over 12+ years of professional solid IT experience in all phases of the **software development life cycle (SDLC)** and such as requirement gathering, Analysis, design, develop and validate various web based, client-server Applications.
* Experience in developing applications using SDLC methodologies like Waterfall, Agile **(XP, SCRUM)**
* Expertise in using **Azure DevOps**, **JIRA** boards for Stories and defect tracking.
* Hands on experience in configuring, **Power Apps, Dynamics portal with Dynamics CRM**.
* Experience with Dynamics 2011, Dynamics 2015 and Dynamics 365 CE, working with plugins, workflows, security model, charts and dashboards.
* Experience in implementing and maintaining access controls, **Microsoft CRM SDK, Queue management** and routing, Data imports etc.
* Hands on experience on Dynamics CRM forms customization using JavaScript and integration of CRM with other web/windows applications.
* Hands on experience on **Dynamics 365 Portals**, **Canvas Apps, Model Driven Apps,** **Power** **Automation flows, PCF Controls, Power Virtual Agents, Omnichannel, AI Builder**.
* Hands on experience in design and plan for CRM online migration from on-premises CRM.
* Hands on experience in using **Postman** andother **developer tools** for debug and troubleshoot the Web API RESTful services.
* Proficient in **Microsoft Dynamics CRM/XRM 365** (both on-line cloud and on premise), utilizing ODATA REST API, Web API, .Net Framework, JavaScript and XRM (formContext, executionContext) model, MS Dynamics CRM SDK application development.
* Good knowledge on managing the extensions, customization, and integration related to CRM applications.
* Used **Power BI reporting** along with basic **SQL skills** to design and develop solutions to create business reports relating to agents, administrators.
* Strong Knowledge and experience on Microsoft Dynamics, CRM functionalities and business process Analysis.
* Excellent Organizational, Analytical and Problem-Solving skills and ability to quickly learn new technologies.
* Good knowledge in Microsoft dynamics data integration towards Import/Export of using data by custom applications.
* Expertise in web services and interacting with MS CRM data base using web service methods.
* Experience working in onshore and offshore model coordination and deliver projects on time.
* Excellent analytical, logical, and interpersonal skills. Hard working and fast learner with self-motivated personality.

**Technical Skills:**

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| Languages | JAVA, C, C#. Net, VB.Net, ADO.NET, PL/SQL |
| Database | MYSQL, ORACLE, SQL Server 2012/2008/2005/2000 |
| Web Technologies | Java Script, XML, HTML5, CSS, JQuery, Angular JS, ReactJS, CSS, Bootstrap. |
| IDE& Tools | Visual Studio 2013, Visual Studio2015 |
| Development tools | MS Visual Studio.NET 2005/2008/2010/2012/2013/2015, MS Dynamics CRM 2011, 2013,2015, 2016, PowerShell, SSRS |
| Documentation | MSOffice, MSVISIO, draw.io |
| CRM and ERP Tools | Microsoft Dynamics 2011/2016(online), Dynamics 365. |
| .NET Technologies | .NET Framework 2.0, 3.0, 4.0& 4.5, ASP.NET1.1/2.0/3.0, C#.NET, VB.Net, ADO.NET, MVC 3/4, Win Forms, Web Services, LINQ, WCF, Web API. |

**Education:**

* B tech EEE from Agni College of Technology 2012

**CERTIFICATIONS:**

* MB-200 Microsoft Power Platform + Dynamics 365 Core
* AZ-900 Microsoft Azure Fundamentals
* MB2-712 MSD CRM 2016 CUSTOMIZATION AND CONFIGURATION
* Copilot Essentials Badge

**Professional Experience:**

**IBM, Chicago IL**

**MS Dynamics CRM Techno Functional Consultant Aug 2018 – Present**

**Responsibilities:**

* Involved in design documentation, requirement gathering, and development of new enhancements based on the business requirement.
* Prepared End-to-End process flow blueprint of the dynamics solutions to be designed.
* Prepared architecture and conceptual diagrams of future systems and processes using draw.io.
* Involved in all workshop sessions to gather requirements from in-line Sales, Service, Field Service team to identify their issues and processes on what they work currently.
* Worked on a complete demo for Five9 integration with Dynamics CRM using Omnichannel and Co-Pilot for Customer Service Management.
* Worked on Omni channel voice and chat bot setup with MS Teams integration.
* Used Bot Framework Composer and Emulator to develop complex and independent solution to integrate PVA with D365 and show corresponding data in the chatbot.
* Developed Canvas App for easy order issue placement.
* Developed Dynamics Portal to provide an e-Commerce platform for order placement of products.
* Worked KB Article integration for automatic search of questions in PVA .
* Designed Surveys using MS Pro Forms and integrated with Power Automate flows.
* Prepared power point presentations, design documents, provide estimations with upgrade strategy.
* Created POC to move all Stored Procedures to online Azure scheduled jobs.
* Worked on MS CRM slowness issues in on-prem CRM and resolved several chrome browser related issues.
* Worked on custom web applications to be developed and embedded in CRM.
* Prepared ER Diagrams, Design documents, CRM customizations involving Plugins, Actions, JS, HTML page designs, BPF, Workflows, Power Flows.
* Created several Power BI reports and dashboards.
* Developed a Power App for Event Management and Dynamics Portal for general Automotive Industry Dealers and Customers.
* Worked on Twitter Integration with CRM
* Worked on setting up SLA configuration and case routing for a customized CRM application.

**Robert Bosch Business Solutions, India, Hyderabad**

**Senior Software Engineer Sep 2015 – Aug 2018**

**Responsibilities:**

* Worked in Agile environment involving in story grooming, sprint planning and Standup meetings on regular basis.
* Designed and developed out -of-box workflows and custom workflows for CRM 2016 as per the user needs.
* Development of CRM reports dashboard.
* Worked on configuration of USD controls, action calls, agent scripts and integration with 3rd party applications.
* Setting up SLA configuration and case routing.
* Development of SSRS reports and Power BI dashboard.
* Worked on CRM customization, writing java script, plugin code and writing xml for biz talk integration.
* Hands on experience on CRM 2016 Dashboard and customized according to the various security roles.
* Developed reports by using CRM reporting interface and SSRS (SQL 2012) and deployed it on CRM which is used based on the roles.
* Customized client-side validations and accessed data with the HTML controls using Java script.
* Used Advanced feature of MS dynamic 365 and created multiple views of system entities.
* Integrated MS CRM Application with SharePoint Application for document management.
* Implementation of custom MS Dynamics CRM plug-ins and workflows.
* Developed robust architecture design and extensible functionality using several Client Extensions, Command Bars and Ribbons and implemented changes in CRM processes and User Interface based on business requirements.
* Worked with SSIS and Kingsway Soft to help drive Dynamics migration strategies designed by the architecture team.
* Worked with XRM WebApi, Query Expressions and Fetch XMLs extensively for data retrieval, querying and manipulation of Dynamics data.
* Developed customized views, charts and CRM Dashboards to help business teams monitor opportunities, quotes, products, and sales pipelines.
* Created custom workflows and plug-ins to implement business functionality and custom web applications to load Customer data from different sources.
* Worked in a fast paced, Scrum environment involving daily meetings and project scope sessions, sprint planning, story grooming and retro discussions.

**Emporis Academy Pvt Ltd Sep 2012 – Dec 2015**

**CRM Consultant**

* Defined and implemented business process, required entities and workflows for Sales and Service modules.
* Involved in business meetings with clients to understand their requirements and giving inputs to the team in every Scrum Meeting
* Created Custom Entities, Custom attributes for individual business units in MS Dynamics CRM2011 according to their business process.
* Customized MS Dynamics CRM application based on the business requirement.
* Created Entity Attributes, Lookup fields and customized forms/views for all System & Custom Entities.
* Pre-populating data into the CRM page during the page load using JavaScript.
* Involved in integration of Dynamics CRM 2011 with Dynamics AX 2012 application.
* Created dashboards using reports, pipelines, charts, campaigns and activities.
* Created several plug-ins and workflows for enhancing the system and maintain data integrity.
* Control the navigation links on each entity form using onLoad/onSave JavaScript events to Hide and show the links based on Business unit.
* Involved in integrating CRM with SharePoint for document and record management.
* Extensively used CRM SDK and retrieved data from CRM using REST Endpoint with JavaScript and JQuery.
* Customized Sitemap for entity navigation and customized ISV file for custom menus.
* Team foundation Server (TFS) is used for collaboration and version control.
* Enhance MS Dynamics CRM 2015 usability by designing and optimizing navigation, forms and layouts.
* Modified application ribbon and introduced custom buttons that mapped to web resources in Dynamics CRM.
* Wrote JavaScript for form customizations, which included the use of jQuery and FetchXML.
* Proficiency in client-side scripting using JavaScript and server-side programming with Plugins and
* Created organizations, business units, groups and their relationships. Created groups and sub-groups (teams) to work accordingly for the requirements.
* Developing custom plug-ins/ workflows Synchronous/Asynchronous Sandbox plug-ins compatible for CRM on cloud.
* Extensively used Business Processes Flows on Leads, Opportunities and Custom Entities.
* Involved in functional analysis, design documentation, requirement gathering and development.
* Involved in Dynamics CRM 2015 data capture, integration, auditing, data mapping, importing data and creation of interfaces.
* Developed Duplicate detection rules to prevent Duplication in Cross entities.
* Created all the security roles and users accordingly in the system based on roles.
* Worked on moving CRM solutions from Dev to UAT and production environments.