**PROFESSIONAL SUMMARY:**

* Over 10+ years of IT industry experience as a MS Dynamics 365 Developer having extensive experience in all phases of System Development Life Cycle (SDLC): from inception through implementation and experience in handling multiple projects concurrently and following Business Process Flows.
* Experience in implementation and customization of Microsoft Dynamics CRM using C#, ASP.NET, HTML, JavaScript, XML, and SQL Server.
* Experience on Microsoft Power Applications like Power BI, Power Apps and Power Automate.
* In-depth practical knowledge of all modules and features of Microsoft Dynamics CRM 2016, 2015 and 2013 versions and have good exposure in other areas of project execution like Customer facing, Requirement gathering and analysis, Consulting, Solution Designing, Documentation, Implementation, Development and support of Business Solutions.
* Experience in setting up Microsoft dynamics CRM environments (Both On-Premise and Online) and demonstrate them to potential prospects.
* Experience in creating and developing Microsoft Dynamics CRM Custom parts (Plug-in, work-flow, data migration, and new web API forms, Entity, Site map & Ribbon Customizations) to cater business needs of customer.
* Experience in developing custom workflow and plug-ins activities consuming MS Dynamics CRM web API services and using CRM SDK APIs.
* Hands on experience with Portals, specially integration to CRM. (ADX Portal).
* Used SOAP and REST based CRM Web Services to develop custom applications.
* Experience in using CRM for Outlook (Online/Offline), Microsoft Dynamics CRM SDK, Scribe and Data Migration Tools etc.
* Good knowledge on case management.
* Consumed and exposed Dynamics CRM APIs for custom web front-end development and external service integration.
* Expertise in configuring security roles, business units, teams, field security profiles, call outs to CRM API, and CRM plugins.
* Experience in designing and developing Databases in SQL Server which includes the development of Stored Procedures, User Defined Functions and Triggers using Transact SQL.
* Experience in integration of MS CRM with internal and external third-party/ enterprise level applications.
* Utilize knowledge of the clients' domain, deliver timely incident resolution based on existing SLA's focusing on root cause analysis, preventative process adjustments, and cataloguing in relevant knowledge base.
* Hands on experience in reports development using SQL Server Reporting Service (SSRS) and experienced in developing integration packages using SQL Server Integration Service (SSIS).
* Experience in migration of Microsoft Dynamics CRM from older versions to the most recent ones.
* Perform gathering business requirements needs and translate into Microsoft Dynamics CRM functions.
* Experience working in Agile environment and participating in Agile ceremonies - Sprint Planning, Sprint Commitment, Daily stand-up, Continuous Release planning.
* Expertise in conducting Brainstorming sessions, JAD Sessions, one-on-one interviews, and workshops with business users, Subject Matter Experts (SME's), and other stakeholders for requirements gathering.
* In-depth knowledge of writing Business Requirement Documents (BRD) and Functional Requirement Documents (FRD) as well as liaising with Developers and Analyst in ensuring Test Strategy, Test Plans and Test Cases are conducted in line with Project goals.
* Proficient using Rational Requisite Pro and Quality Centre to manage test cases and defects.
* Experience in data collection from multiple sources, interpretation, presentation, and management of reporting and decision making.
* Experience in working with off-shore teams and ability to work in a deadline-oriented environment and ability to do multi-tasking with little inputs.
* Experience in Business Process Automation/Improvement, Business Process Re-engineering and Business Transformation and analysing the complex modules and business processes.
* Familiar with Tableau, Microsoft power BI and Excel for data visualization and analytic needs of large sets of data.

**Education Details:** Bachelor’s in computer & science in 2011, JNTU University

**Technical Skills**

|  |  |
| --- | --- |
| CRM Technologies | Microsoft Dynamic CRM 365, 2016, 2015, 2013 & 2011 |
| .Net Technologies | ADO.Net, C# .Net.Net framework 4.6/4.5/4.0/3.5,  LINQ. |
| Web-technologies | ASP.Net, HTML, JavaScript, JQuery, VB Script, CSS, XML, SOAP Web Services, API, AJAX, Angular JS, Bootstrap |
| Tools and Utilities | Visual Studio 2008/2010/2012/13/15, SVN, GIT, TFS |
| Databases & Tools | SQL Server 2008/2012/2014, T-SQL, PL/SQL |
| Operating systems | Windows XP/Windows Server 2003/2008, Linux, Unix |

**PROFESSIONAL EXPERIENCE:**

***Amerisource Bergen*, Orange, CA**

**Lead MS Dynamic 365 Developer Apr 21- Still now**

**Responsibilities:**

* Developing the Solution Blueprint of Dynamics CRM, conceptual and functional designs, estimating, testing, and working with delivery teams to implement designs.
* Delivering a project for automation of service contracts and entitlements in Microsoft Dynamics CRM 2016.
* In Business Engagement Align and partner with the Services teams to understand and help drive initiatives aligned to their business priorities Identify areas for improvement through technology and process improvement, will continually assess standard MS Dynamics solution offerings to discover the potential benefits to the client.
* Client Services Entitlements, SLA, Case automation through CRM workflows.
* Customizing the MS Dynamics CRM entities, forms and views, as well as workflows around that needs for an interface.
* Migrating & Integrating Microsoft Dynamics AX w\MSCRM System for entities like Products, Customers, Contacts, Sales Orders, Invoices using third party software(s) like Kingsway Soft.
* Implemented multiple Power Automate flows to automate workflows like events notification sync the get notification and data collection.
* Relocation of data from **Excel source** to CRM using **SSIS** component of Kings way Soft.
* Using Azure Logic Apps created workflows in CRM and managed to get the alerts when the workflows failed.
* Creating several plug-ins and workflows for upgrading the system and maintaining data integrity for client and other entities and created Workflow based on requirements from Sales and Marketing department.
* Implemented the Power Automate Workflow to extract the Audit log data from security compliance using office 365 API and feed the data to IDMS application for office review.
* CustomizingMS Dynamics CRM 365 On premises application based on the business requirement.
* Experience on Microsoft Power Applications like Power BI, Power Apps and Power Automate.
* Designing and integrating data flows between CRM application and internal application using API’s
* In Business Process Design Protect and evolve the CRM platform’s alignment to standard  
  business processes to enable future growth.
* Created custom web resources using java script to validate forms.
* Worked on all the new Out of Box features like Business Rules, Business Process flows, Synchronous Workflows etc. in MS CRM 365.
* Configuring Entitlements, SLA's Case assignment to an appropriate CRM Queue.
* Configuring D365 applications like Sales, Service, Marketing, Portals, Field Service and Project Service Automation.
* While in Technical Support Provided in conjunction with CRM Delivery teams, SAP ERP Team and Global IT Operations.
* Working closely with PMO, functional, technical teams to ensure project requirements are  
  aligned with overall governance and strategic business requirements.
* Working collaboratively with the teams to ensure requirements are developed, tested and  
  deployed as designed.
* Ensure cross-functional coordination for end-to-end requirements.
* Drive functional decision making and issue resolution to ensure project deadlines are  
  consistently met.
* Responsible for creating and keeping updated project charter and scope documents.
* Responsible for Document new processes to support user training and future reference.
* Creating Contact Channels, Inbound / Outbound E-mail, Contract Management, Support Contract Management, Warranty Terms Management, Service Contract Management, Software Maintenance Agreement Management.
* Creating Service Level Agreement Management, Case Management, Case Routing, SLA Tracking, Queue Creation and Management, Escalations & Notifications, Solution/Resolution tracking.
* Customizing MSCRM form On Load, On Save Status changes events.
* Using XRM Toolkit to integrate with CRM Web API services - REST / SOAP.

**Environment:** MS Dynamics 365(8.2.3), 2016, 2015, CRM SDK, ADX Portals, C#, .Net, Visual Studio 2015, ASP.Net, .Net Framework 4.0, SharePoint 2016, MS Outlook, MS Power BI, HTML, JavaScript, SQL Server 2015, Scribe.

***COGNEX* MA**

**Senior MS Dynamic 365 Developer Nov 2020 - Apr 2021**

**Responsibilities:**

* Adept Functional knowledge on Order to cash (O2C) and Procure to Pay (P2P) process.
* Designed, developed and supported Microsoft Dynamics applications.
* Provided the functional support and training to the end user for Dynamics Environment for understanding the functionality of Microsoft Dynamics 365
* Map the business scenarios on Microsoft Dynamics CRM and coordinate with the technical team for any development and customization requirements.
* Maintained and updated customer relationship management database
* Document Management with Microsoft SharePoint 2013, List component Installation and Site Creation.
* Configured D365 applications like Sales, Service, Marketing, Portals, Field Service and Project Service Automation.
* **Used Pre and Post Images during Plugin Execution Phases** for various complex Plugins
* Experienced in configuring CRM Visualization hierarchy, Rollup fields, calculated fields, business process flow, Access Team security settings.
* Extensive experience in developing Custom Plugins using **Plugin Context, Organization Context, Retrieve Multiple, Retrieve, Associate, Disassociate.**
* Analysed the Business Units requirements, preparing the Functional Design Document (FDD), Report Design Document (RDD) and Functional Requirement Documents (FRD) to find the solution to fulfil the gap area and fixed in Microsoft Dynamics CRM.
* Implemented SLA agreement using CRM configuration, JavaScript.
* Supported Operations team during deployment and troubleshooting the production issues at that time and on regular basis.
* Experience working with supporting ETL and portal development tools such as Scribe, ADX Studio
* Involved in Dynamics CRM data capture, integration, auditing, data mapping, importing data and creation of interfaces.
* Client Services Entitlements, SLA, Case automation through CRM workflows.
* Customized MS Dynamics CRM application based on the business requirement.
* Customized Work-flows and Plug-in for automated processes, based on requirement from sales and marketing department to increase visibility and efficiency.
* Involved in working with Scribe Integrations and troubleshooting issues reported by customers.
* Implemented Power BI Desktop for sharing dashboards and refreshing data from Microsoft Dynamics 365 (online), sales, marketing, and service personnel in your organization have a powerful new way to work with Dynamics 365 data.
* Worked on all the new Out of Box features like Business Rules, Business Process flows, Synchronous Workflows etc. in MS CRM 2015, 2016
* Used SharePoint to integrate the data with CRM system from office 365 and worked on Scribe.

**Environment:** MS Dynamics 365, 2016, 2015, CRM SDK, ADX Portals, C#, .Net, Visual Studio 2015, ASP.Net, .Net Framework 4.0, SharePoint 2016, MS Outlook, MS Power BI, HTML, JavaScript, XML, SQL Server 2015, Scribe, SSIS and SSRS.

**CVS Pharmacy, RI**

**Role: MS Dynamic 365 Developer JULY 2019 – NOV 2020**

**Responsibilities:**

* Implemented with MS CRM 2015 and later upgraded to Dynamics 365 Online, Integrated Help Desk leverages Dynamics Case Management functionality such as Cases, Knowledge bases, SLA, Entitlements and Channel Management. System is integrated with various other applications such as SharePoint, PowerBI, Azure.
* Involved in project from requirement gathering level. Design functional level documents and part of project design team to design architecture of project.
* Involved in requirements gathering, analysis, project planning and resolving.
* Customized **MS Dynamics CRM 2016, 365 Online** application based on the business requirement.
* Configured Entitlements, SLA's Case assignment to an appropriate CRM Queue.
* Created Organizations, Business units, Teams and their relationships.
* Created **Custom Entities, Custom attributes** for individual business units, in **MS Dynamics CRM 365**, per their business process.
* Implement the SLA and KPI in Dynamics CRM 2016 to enhance the user efficiency and productivity.
* Understand the Business process flows for Sales, Customer care and Field service module
* Migrated & Integrated **Microsoft Dynamics AX w\MSCRM** System for entities **like Products, Customers, Contacts, Sales Orders, Invoices** using third party software(s) like **Kingsway Soft.**
* Configured and customized CRM using web-based **administration tools** (form layout, workflow design, Web Resource, Iframe and view creation, etc.
* **Used Pre and Post Images during Plugin Execution Phases** for various complex Plugins.
* Used Plugin to throw custom **Business Process Flows** errors to cancel user transaction.
* Extensive experience in developing Custom Plugins using **Plugin Context, Organization Context, Retrieve Multiple, Retrieve, Associate, Disassociate.**
* Created **relational data modeling**, **data warehouse (DW) modeling** loading (ETL) for very large data bases. Applied DW/BI concepts to manage and monitor accounts and resources in **Microsoft Azure cloud.**
* Developed **FetchXML** based custom reports for CRM users
* Created **custom workflows** to calculate Probability weighted revenue.
* Relocation of data from **Excel source** to CRM using **SSIS** component of Kings way Soft.
* Upgraded **Dynamic CRM from 2016 to Dynamic365**.
* Extensively used **CRMSDK** to perform operations on **CRM Entities**.
* Used SOAPUI to test the REST Web API service call.
* Worked with API in .Net Framework.
* Implemented **virtual cloud** infrastructure leveraging latest features of Azure portfolio, **Microsoft Office 365**, **Azure Active Directory**.
* Developed **plug-ins** for Dynamics CRM applications.
* Experience with technical and functional requirements.
* Used **Entity Framework** for database operations.
* Developed 20+ plugins and 10+ custom workflow activities.
* Implemented **Caching, Session State, and Cookie Management, view state, POST** and **GET** techniques.
* Work on improving and customizing the current CRM instance by use of custom plug-ins, web services, and web forms.
* Help to incorporate existing legacy applications into a central Microsoft Dynamics CRM system
* **Used Advanced Find feature of MS Dynamics CRM 2016** and created multiple views of System entities.
* Relocation of data from Excel source to CRM using **SSIS** component of **Kingsway** **Soft.**
* Involved in Code reviews. Peer Reviews for developing quality code.
* Given support and involved in maintenance process.
* Customized Dashboards based on the custom reports and charts (requirements) created Used Visual studio test project and accomplished unit testing including both automated and manual testing.
* Document management with SharePoint integration.

**Environment: MSCRM 2016/15, On-Premises Deployment**, **C#, Plugin Registrations Tools, XRM Toolkit**, Visual Studio .NET 2013, **Dynamics** **AX**, **SCRIBE, SSIS ETL Tools,** ADO.NET, ASP.NET 4.0, Master Pages, SSRS Reports, HTML, JavaScript, SQL Server 2012 and Transact-SQL, Web Services.

***Citizens Bank***

**Role: Dynamic CRM Consultant Aug 2015 – SEP 2019**

**Responsibilities:**

* Worked as per **Agile Methodology (Scrum)** to meet customer expectation, timelines with quality deliverables.
* Customized MS Dynamics CRM application based on the business requirement
* Created a detailed project plan, which includes tasks based on their priority.
* Automated Workflow Configuration, Customization and implementation
* **Customized for**ms and **views** for new modules to be added to existing **MS Dynamics CRM 2015** system.
* Developed dashboards and processes used by CRM team for monitoring and improving data quality.
* Work closely with the Sales Team to help and Improve sales data quality in the internal Client Relationship Management system.
* Created **Custom Entities**, **Custom attributes** for individual business units in MS Dynamics CRM, per their business process Customized Workflows and Plugin for automated processes, based on requirement from **sales** and **marketing** department to increase visibility and efficiency.
* Designed and architected servicer images delivery automation to aid and maintain the SLA's on loan servicing
* Worked on customization in **USD (Unified Service Desk)** framework for MS-CRM which augments data from different entities in CRM and provide integrated view to the user.
* Constantly updated, administered and managed the **Unified Service Desk**.
* Used **JQuery** for consistent easy **navigation**, look and feel of the website.
* Extensively used Synchronous and **Asynchronous Plugins** and **Workflow activities** for various CRM activities during development phase.
* Used **SSRS** create reports in the system to provide accurate data for business decision making.
* Customized MSCRM form On Load, On Save Status changes events with **Java script and jQuery.**
* Developed multiple **HTML pages** and deployed in **MSCRM as Web Resources.**
* Used CRM web service and developed a custom service using **WCF** to provide extended functionalities to the common methods of CRM
* Configuration of MS Dynamics CRM with **Microsoft Outlook 2015**
* Developed business objects using **C#** for various modules
* Upgraded **Dynamic CRM from 2013 to 2015**.
* Implemented Custom Settings entity to store and retrieved environment specific settings values during various development activities in **C# Plugins, Custom Workflows** and **JavaScript** using **SDK** assemblies
* Integrated **Custom WCF** Service with other applications
* Used various report items like tables, sub report and charts to develop the reports in **SSRS**
* Created User defined **Functions, Stored Procedures** and Views using SQL Server 2013
* Gathered client requirements and business process, development, testing and deployment of **Microsoft CRM projects. Used JQuery, JavaScript framework** to implement AJAX to restrict the screen flicker
* Implemented User Interface in Model-View-Controller architecture, which accomplishes a tight and neat coordination of Java Script**, XML and HTML**
* Implemented Gap analysis for finding out the required amount of customizations needed to meet the client requirements.

**Environment**: **MSCRM 2013/2015, On-Premises Deployment**, **C#, Plugin Registrations Tools, XRM Toolkit**, Visual Studio .NET 2012, **Dynamics** **AX, SSIS ETL Tools,** ADO.NET, ASP.NET 4.0, Master Pages, SSRS Reports, HTML, JavaScript, SQL Server 2012 and Transact-SQL, Web Services.

**INFOR, Hyderabad, India**

**Role: .NET/CRM Developer June 2012 – Aug 2013**

**Responsibilities:**

* Responsible for gathering the new Business Requirements, change requests and analyzes the requirements given by the client.
* Gathered end-user’s business requirements and translated them into CRM Application Functions using Web Pages/Win Forms with C# 3.5
* Created and developed **Microsoft Dynamics CRM Custom Web Pages**) to plug into out-of-the box MS CRM Solution
* Developed processes for Real time integration between CRM and Fusion system and vice versa using
* Prepared cost/benefit analysis of alternative solutions
* Prepared **Sprint Backlogs** and **Scrum charts** which includes Task Assignment, Providing Estimates, setting up delivery dates and conducted scrum meetings as when needed.
* Analyzed, developed and integrated Custom Dashboard’s for Loans and Customer Service Management.
* Developed custom CRM Web Application Systems by using C#, SQL Server for supporting end users operations of small and medium businesses
* Developed MS CRM 4.0 plug in and work flow assembly to support accounting and customer services business process for system integrator client
* Integrated Web application with **MS CRM by using Iframe and MS CRM Web Services**
* Developed Multiple Presentation Layers with several Graphical User Interfaces using Web Forms, VB.NET 2010/2008, C#.NET.
* Used SSIS Import data into the system using multiple sources.
* Developed several Navigation Menus, Toolbar Controls, navigation bar items using CSS, JavaScript
* Provided guidance with support for clients and internal consultants to utilize CRM System
* Gathered requirements, involved in design/development/testing and documentation of various CRM/.Net. /MS Dynamics tasks
* Analyzed high level needs and scope documents for prospective customers.
* Submitted work orders with time and cost estimates
* Automated Workflow construction, customization and implementation
* Extensively Worked on Entity/Form/View Customizations and written Client-side scripts using Java Scripts
* Extensively consumed Microsoft CRM Web Services
* Wrote Plug-ins that triggers after all DML activities on database. Extensively used Plugin Profiler for debugging Plugins during development phases

**Environment**: MSCRM 4.0\2011 On-premises, MS SQL Server 2008, SQL Server Reporting Services 2008, KINGSWAYSOFT, Visual Studio Team Foundation Server 2010, ASP.NET 3.5, C# 3.5, Web Pages, Win Forms, CRM SDK, User controls, ADO.NET, XML/XSLT, .Net Web Services, CSS, WCF, SSIS, JavaScript, IIS, Windows Server 2008.

**MicroinfoIT Hyderabad, India Apr 2011 – May 2012**

**Role: .NET Developer**

**Responsibilities:**

* Developed several client controls like Grid, Calendar using Asp.Net Ajax, JavaScript and CSS.
* Designed Web User Interface with User Controls.
* Used C# and ASP .net programming to code the application.
* Implemented stored procedures, functions, joins, views and triggers in SQL Server 2005.
* Cascading Style Sheets (CSS) were used to attain uniformity through all pages designed.
* Created Console applications using C# to send email notifications using SMTP client on a daily basis to inform team about the process status updates.
* Participated in all phases of system development, consultation, and analysis, design, program analysis, programming, debugging, testing, documentation, delivery and implementation.
* Analyzed peer work for quality, including correctness of documentation, appropriateness of solutions produced for deliverables specified.

**Environment:** C#.Net, ASP.NET 3.0/3.5/4.0, TFS, ADO.NET, HTML, SQL Server 2008/2012, Web Services, WCF, CSS, JQuery/JavaScript, IIS, Visual Studio 2012.