**Karthik**

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**MS Dynamics CRM Developer**

# Professional Summary

* 10+ years of experience in the design, development, implementation, testing and maintenance of complex Software and Database applications.
* Experience in all the phases of System Development Life Cycle (**SDLC**) such as strategy and analyzing, designing, building (coding), testing and documentation of software products.
* Proficiency in Architecture, Administration, Development, Testing and Deployment.
* Worked extensively with Iterative Agile Methodologies, Waterfall methodologies and Test-Driven Development.
* Experience on **Dynamics CRM** 4.0, 2011 and 2013, 2015,2016 and Dynamics365.
* Experience in developing complex applications on Microsoft Dynamics **365 CRM** platform with customization of entities, sitemap writing client-side JavaScript.
* Experience with Silverlight web resources to access Microsoft Dynamics CRM 2013 and Microsoft Dynamics CRM Online data.
* Experience in designing professional UI web applications using front-end technologies like HTMLS, CSS3, DHTML, **JavaScript**, XML, jQuery, Master Page, AJAX, **JSON,** AngularJS, Node.JS, React JS, Knockouts and Bootstrap
* Expertise in developing applications using PowerApps, canvas, model driven app, Common Data ServiceCDS, SQL, Forms, SharePoint online, Dynamics 365 CRM, Azure, C#, ASP.Net, Web Services.
* Experience in .Net Technologies like ASP.Net, C#.Net, VB.Net, Win Forms, ADO.Net, WCF, MVC, Entity Framework, Web Services, AJAX, SOAP, LINQ, Test Driven Development and XML.
* Experience in configuring several security policies on various entities in the system to manage and implement appropriate access controls in MS Dynamics CRM 2015 using **XRMToolbox**.
* Implemented client-side Interface using React JS. Build stable React components and stand-alone functions to be added to any future pages.
* Understanding of the Dynamics 365 platform (with focus on the Customer Engagement modules like Microsoft Dynamics 365 Sales, Marketing, Customer Service, Field Service, and Project Operations).
* Solid understanding of newly introduced features in .NET 4.5/4.0/3.5/3.0 like WCF (Windows Communication Foundation) and LINQ (Language Integrated Query Language) and Restful services
* Significant experience in the Database design and development of Stored Procedures, Functions, and Triggers for the implementation of data integrity using T-SQL and PL/SQL.
* Worked on various domains like Finance, Investment Banking, Retail Banking, Health Care as well as application development for embedded systems and ADI.
* Extensive experience developing Web API's and performing CRUD operations.
* Experience with UI interfaces with MVC 5 Razor Views (CSHTML), CSS JavaScript, Knockout JS and jQuery.
* Experience with RESTful-backed single page web applications with ORM DB layer.
* Good Experience in ReactJS for creating interactive UI using one-way Data flow, Virtual DOM, JSX, React native concepts.
* Experience in developing applications in PowerApps using Common Data Service CDS, SQL, Flow, Excel And SharePoint.
* Experience in using Plug-ins in various Events Pipeline. Like Pre-Validation, Pre-Operation, Post Operation.
* Having pleasant experience on Unified Service Desk to support the customers and created/modified Workflows and common user tasks.
* Hands-on experience in Azure Cloud Services (**laaS, PaaS & SaaS**), Storage, Web Apps, Active Directory, Application Insights, Logic Apps, Data Factory, Service Bus, Traffic Manager and Azure Monitoring.
* Extensively using crystal reports and SQL Server Reporting Services (SSRS) for generating reports populated by data in databases.
* Understanding of customizing CRM-UI with Sitemap and Ribbon workbench.
* Experience in converting client requirements and functional specifications to technical design with effort estimation and doing development for the same.
* Hands on experience in using Source code control systems like MS visual Source Safe ad and Team foundation Server (TFS).
* Experience in operations like data migrations and updating using LINQ and XRM that help in facilitating data migration within CRM across various entities.
* Experience in working with various Database objects in SQL Server, Oracle and MS Access.
* Exposure in configuring and working with Windows OS, IIS, Outlook with CRM plug-in, SharePoint Server
* Excellent team player with problem-solving and trouble-shooting capabilities.

TECHNICAL SKILLS:

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| Languages | C#, .NET, VB6, VB.NET, C, C++, SQL, PL/SQL and T-SQL. |
| CRM Skills | Dynamics 365, CRM 2016, 2015, 2013, 2011, 4.0, Share point, Azure |
| .NET Technologies | .Net core, Microsoft .NET Framework 3.0/3.5/4.0/4.5 (CLR, CLS, CTS), C#, VB.NET, ASP.NET, ASP, ADO.NET, XML Web Services, Win Forms, Web Forms, SOAP, LINQ, WCF, WPF, AJAX, Entity Framework, MVC, Web API. |
| UI/Web Technologies | HTML5, DHTML, XML, XSLT, XPATH, CSS3, JavaScript, JQuery, Telerik web controls, Bootstrap. Twitter Bootstrap, Angular JS, React JS and Node.JS |
| Database | MS-SQL Server 2008/2008R2/2012/2015/2017, Oracle 9i/10g, MYSQL, MS Access 2007, DB2 and Oracle 8i/9i/10g, IBM DB2, Mongo DB. |
| Development Tools | Microsoft Visual Studio 2019/2017/2015/2010 |
| CRM Tools | SSRS, ribbon workbench, XRM toolbox, sitemap editor, ODATA builder, Fetch XML builder, Fiddler, SSIS |
| Middleware | Web services, Web API, WCF Services, SQL Server Integration Services, Azure Web Services |
| Version Control | Subversion SVN Server, TFS Server, GitHub. |
| Web Servers | Internet Information Server (IIS 6.0/7.0) |
| Reporting Tools | SSIS, SSRS, SQL\*Loader, SQL\*Plus, TOAD and MAP tool kit. |
| Integration tools | Kingswaysoft, MS office, MS office 365, Power BI |
| Power Platforms | CDS, Model driven apps, Canvas Apps, Flow/Power Automate Flows, Power BI |
| Operating Systems | Windows 10/ 8/7 Windows Server 2008/2012, UNIX, Linux |
| XML Technologies | XML, XHTML, DHTML, XSL, SOAP, Web Services, XML spy, Web Services, REST. |
| Testing | Smoke Test, N Unit test, Test cases. |
| Build Tools | Jenkins, TFS Team Build |

# Professional Experience

**PwC | Richmond, VA Feb 2021 - Till Date**

**Sr. Dynamics CRM Developer**

**Responsibilities:**

* Participate in daily standup for status updates and daily refinement meetings with the product owner to understand the business requirement of the stories and point the stories at the end of the refinement meeting and discuss the risks involved for current PI and next PI plan.
* Designed and implemented Microsoft Dynamics 365 Customer Engagement (CE) solution to meet customer business needs and processes.
* Worked with an Agile team where my responsibilities include design, development, code reviews, testing and maintenance of complex applications.
* Responsible for developing various Canvas apps and model driven applications.
* Implemented, customized and maintained Dynamics Field Service for First-line workers and trained users to use Microsoft Field Service and PowerApps mobile apps.
* Developed various screens for the front end using React JS and used various predefined components from NPM (Node Package Manager) and Redux library.
* With the concept of Reacts Worked on usage metrics and end to end events tracing for analysis purposes.
* Implemented, customized and maintained Dynamics Customer Service to handle customer requests.
* Worked in customizing Microsoft Dynamics Solutions to enhance operational and business processes by building custom workflow, ribbon workbench, process flow, routing rules, role-based forms & java script.
* Used React.JS in development of the web application to bind the data/model that is being retrieved from a database through services provided in a controller to the view using scope.
* Customize and Configure CRM Environment and Assist in Deployment Activities using Power platforms like Power Apps.
* Good knowledge of OOB functionality of MS Dynamics CRM Sales, Marketing, and service modules. Customized complex

applications on Microsoft Dynamics CRM platform.

* Perform accessibility testing for Web based application, Vendor sampling, iOS and Android native application as per WCAG 2.0.
* Implemented client-side Interface using React JS. Build stable React components and stand-alone functions to be added to any future pages.
* Developed data capture and navigation desktop and mobile apps in Microsoft Power apps that connect to distribution center solutions design analytics in Power BI.
* Created user dashboards and reports from the Power Platform Dataverse/CDS connections.
* Used Dynamics 365 to configure Power Platform for security roles and business units.
* ﻿Responsible for customer support experience with ALL MS Dynamics 365 Applications/ Marketing, Omnichannel, Field Service, sales, Platform, Projeoperations.
* Worked hands-on with data using SQL, CRM Dynamics, Visual Studio, Kingsway Software, Active Batch, to extract, analyze, visualize data to schedule and execute SSIS package to migrate data from different sources to other databases and CRM Dynamics.
* With the concept of Reacts Worked on usage metrics and also end to end events tracing for analysis purpose.
* Migrated data from Dynamics CRM on-premises to Dynamics 365- Customer Engagement Plan.
* Upgrading the plugins and custom workflow libraries code to use the Microsoft Dynamics CRM SDK libraries, Messages etc.
* Used Microsoft CRM SDK for updating custom workflow activities and plugins.
* Set up Microsoft Flow (Power Automate) to provide auto-approval and status update features based on predefined criteria.
* Configured Dynamics 365 CRM Marketing and Sales and Created marketing campaign.
* Deployed Solutions from Sandbox to Different Environments across the Applications.
* Good Knowledge on SSIS Integration connecting CRM Source to CRM Destination via Third party tools and Data Import
* Deployed Managed and Unmanaged Solutions in MS Dynamics CRM 365 using Azure DevOps CI/CD pipeline including versioning and patching.

**Environment:** Microsoft Power Platform, Microsoft CRM 365/2015, CRM SDK, Microsoft SharePoint, Microsoft .NET, C#, SSRS, Entity Framework, Visual studio 2017/15, VB.Net, React JS, JavaScript, jQuery, HTML, CSS, Bootstrap, Microsoft SDK, Kingsway Software, Microsoft Dynamics CRM 2016, SQL ServerIntegration Services SSIS, Dynamics 365, Java script, ADO.Net, SQL Server 2016, JIRA, GitHub and Microsoft Azure Cloud.

**Wells Fargo | Charlotte, NC Nov 2019 – Jan2021**

**Sr. Dynamics CRM Developer**

Responsibilities:

* Working with Business Analysts to understand requirements and convert them into technical requirements & document them into JIRA.
* Involved in design, planning and configuration phase for the migration and upgrade from Dynamics 2015 On premises to online **Dynamics** 365 Version 9.0.
* Successfully implemented MS D365 - CE Plan and translated user requirements into usable interfaces to align them with business goals.
* Worked in customizing Microsoft Dynamics Solutions to enhance operational and business processes by building custom workflow, ribbon workbench, process flow, routing rules, role-based forms & java script.
* Customize and Configure CRM Environment and Assist in Deployment Activities using Power platforms like Power Apps.
* Working with Agile/Scrum Environment to meet the timelines and interaction with the team.
* Customized Dashboards based on the custom reports and charts created.
* Redesigned Dashboards, entities, fields and forms.
* Implemented the data access layer using Entity framework 6.0 code first approach and writing queries using LINQ to Entity for data retrieval.
* Built Web pages that are more user-interactive using jQuery plugins for Drag and Drop, Auto Complete, JSON, JavaScript and ReactJS.
* Re-created all plug-ins source code and established a new solution containing all web resources and plug ins (this was done mostly using Reflector).
* Upgraded the web Resources script to new client APIs.
* Customized Workflows and Plugin for automated processes, based on requirement from sales and marketing department

to increase visibility and efficiency.

* Used Unit Testing and UAT (user acceptance testing) to test the code developed to ensure it accurately captures the existing

business processes.

* Developed SSIS packages using Kingsway-soft to capture the change events in dynamics and import into SQL tables.
* Upgrading the plugins and custom workflow libraries code to use the Microsoft Dynamics CRM SDK libraries, Messages etc.
* Used Microsoft CRM SDK for updating custom workflow activities and plugins.
* Customizing the forms, views and business rules for several entities.
* Worked on Managed and Unmanaged solutions.
* Worked on database design with SQL Server, SQL/T-SQL, Stored procedures, Triggers, Functions and Cursors.
* Deployed Managed and Unmanaged Solutions in MS Dynamics CRM 365 using Azure DevOps CI/CD pipeline including versioning and patching.

**Environment:** Microsoft SDK, Microsoft Dynamics CRM 2016, Dynamics 365, Java script, Dapper Micro-ORM, Microsoft Visual Studio 2017, C#.Net, ADO.Net, jQuery, React.js, Bootstrap, Entity Framework, Kingsway Software, SQL Server 2016, SQL ServerIntegration Services SSIS, JIRA, GitHub and Microsoft Azure Cloud.

**Barclays, NY Jun 2017 – Oct 2019**

**Dynamic CRM Developer**

Responsibilities:

* Involved in requirement gathering, analysis & development of project and to deploy, maintenance of it.
* Participated in the project client Meetings, discussions, follow suggestions / improvements to the application as per the Agile methodology.
* Implementing and customizing Marketing, Service and Sales module
* Participated in sprint iteration every 2 weeks and delivered the releasable product/features at the end of iteration.
* Work with the full Microsoft technology stack, including .NET/C#, SQL Server, ASP.NET, MVC and Web API.
* Manage the delivery of CRM configuration, custom assembly development, integration code and data migration scripts of the Microsoft Dynamics CRM-based project.
* Analyzed the business requirements and advised feasible solutions to achieve business goals.
* Conducted Dynamic CRM 2013 farm configuration, installation and integration with SharePoint 2013 and Outlook 2013.
* Work on the configuration for store setup, plugin optimization and custom tool development.
* Configuring Power Apps, Dynamics portal with Dynamics CRM.
* Configured Reports, Dashboards and sales literature.
* Involved in integrating CRM with SharePoint for document management.
* Configured forms/Created Web resources, used Power Apps.
* Worked with CRM SDK to customize the entities, fields forms.
* Created Forms Based Authentication to enforce security into the application and implemented Role Based security to control user access.
* Created custom quote tool, combining Microsoft Dynamics Quote entity with XpertDocs for custom proposal documents that are integrated with the CRM.
* Customized various system entities and created custom forms, custom fields, custom views.
* Monitoring and tracking of support requests, issues and incidents.

**Tools and Technologies:** Microsoft MVC, Visual studio 2015, SQL Server 2014, ASP.NET MVC, Web API, HTML, JavaScript, JSON, Confluence, JIRA, Dynamics CRM 2016, Dynamics 365, ASP.NET, C#, MVC5, WCF, Web API, .Net Framework 4.5, N-Unit, HTML, HTML5, CSS3, AJAX, CSS, AngularJS1.4, SQL Server 2012, MS Access Database, GitHub,

**Client: CVS HealthCare,** Chicago, IL **May 2016 – Jun 2017**

**Dynamic CRM Developer**

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Responsibilities:

* Involved in the complete Software Development Life Cycle including Analysis, Design, Implementation, and testing the application.
* Worked with Agile/Scrum Environment to meet the timelines and interaction with the team.
* Developed ASP.NET web pages (C# code behind) for authentication, registration, maintenance, documents uploading and faculty approval system.
* Participated in Software unit testing, integration testing, system testing, test scripts creation Environment: Microsoft Dynamics CRM, C#.Net 4.0, Plug in Registration Tool, Visual Studio Team Foundation Server, Ribbon Editor Tool, and MS CRM Developer Toolkit.
* Created Custom Entities, Custom attributes for individual business entities in MS Dynamics CRM 2011, according to their business requirement.
* Assisted in developing Tables, Triggers, Views, stored procedures and updating the SQL Server database and Optimized SQL Server Stored Procedures using joins & indexes.
* Collaborate with other development staff to problem solve, implement solutions, perform code reviews and troubleshoot
* Imported contacts from existing application into MS Dynamics CRM 2011 using the CSV file format.
* Worked on internal user workflow processes and using Kingsway-soft along with SSIS to migrate data.
* Involved in creating tables, stored procedures in SQL for data manipulation and retrieval.
* Maintained reports and dashboards in CRM tools.
* Migration of data from Excel source to CRM using SSIS.
* Maintained timelines as per the estimate and finished it on time with quality.
* Daily status meetings with manager and client for the project/tasks status updates.
* Deployed the code and fixed the issues raised at the time of deployment.
* Setting up your CI schemes to automatically detect, test, and merge new branches. Control the order in which builds are executed and trigger releases by clean tests. While parallel tests are running, anyone on the team can see build results from the issue's details.
* Support during the UAT phase and ensuring smooth migration to Production.
* Documentation in confluence on all the existing processes, recurring issues that help in debugging, set up new development environments and technical notes on new feature implementation.

**Environment:** C#, ASP.NET 4.0, 4.5, SQL SERVER 2012, Web Services, REST, Web API, Tortoise SVN, SDK, Dynamics CRM 11/13, Visual Studio Ultimate 2013, MVC4, ADO.NET, AJAX, XML, HTML5, CSS3, AngularJS and Bootstrap.

**MetLife, SC Aug 2015 – Apr 2016**

**CRM Developer**

Responsibilities:

* Involved in gathering the requirements and defined the business rules to user requirements in SDLC and also analysis of the system based on MVC architecture.
* Worked in an Agile environment delivering functionality on time with quality as highest priority.
* Worked in a team, that includes Client Stakeholders, Project Managers, Business Analysts, Front-end Developers, Architects, and .NET Developers in developing the UI, layout and front-end programming (HTML) for web application that matches requirements of sprint and actively participated in all ceremonies, review user stories, participate in planning sessions, estimate effort for stories / tasks, etc.
* Developed ASP.NET web pages (C# code behind) for authentication, registration, maintenance, documents uploading and faculty approval system.
* Successfully designed CRM tool training material and conducted training for all sales teams in all regions of the world; 65+ members.
* Served as Subject Matter Expert relating to the CRM tool business process, data entities, and relations to other systems.
* Performed research and development work on latest Microsoft technologies, implemented and upgraded to latest Microsoft products like .NET Framework 3.5, Visual Studio 2010.
* Maintained reports and dashboards in CRM tools.
* Involved in Customization and Configuration of Microsoft Dynamics CRM.
* Planned and designed strategy for the migration of data from previous CRM tool to current CRM tool.
* Involved in re-design, re-code, and deploy new data extractions using SSIS, and designed and produced documentation of data transformations for all extractions.
* Migration of data from Excel source to CRM using SSIS.
* Provided estimates, daily & weekly status report to the client on progress of the tasks.
* Created documentation for the implemented features and uploaded into the SharePoint site.

**Environment:** Net Framework 4.5, [ASP.NET](http://asp.net/) (C#), WCF, MVC ([ASP.NET](http://asp.net/) 3.0 or later) with Razor, SQL Server 2012, AJAX, JSON, HTML 5, CSS, SDK, Dynamics CRM 2011/2013, Microsoft Visual Studio Ultimate 2013, IIS 7.0, ADO.NET, Entity Framework, SSIS, SSRS, SSIS, Crystal Reports.

**Synchrony | India May 2011– December 2013**

**Software Developer**

Responsibilities:

* Developed basic windows, based application using c#.net for various desktop applications used in the company
* Developed Web forms for registration, to update the policy installment pages and application logic in ASP.Net, C# utilizing the power of Microsoft .NET Framework
* Used ADO.Net in connecting to Data Access management with SQL Server
* Design and development of user interface using ASP.NET, VB.Net, HTML, JavaScript
* Used User Controls for a group of common controls
* Developed customized user controls and composite controls for various application specific functions.
* Implemented and wrote client-side scripts using java script, business logic, look up list for data table in C#.
* Used Data Grid, Data List and Data Repeater to display data from the Database.
* Worked on ADO.NET components data reader, data adapter, dataset and data view to provide connection to the database in SQL server.
* Used Form Based Authentication for the Application as a .NET Security measure by providing a login page.
* Developed business logic components using web service WSDL and implemented SOAP for communication of applications.
* Implemented Win Forms to provide GUI components using .NET Framework
* Creation of stored procedures, views, functions, triggers and DTS in MS SQL server2000
* Developed web forms with C# to store the customer policy data in Database
* Generated the required reports with the help of data grid, data list

**Environment:** .NET Framework 1.1, C# .NET, win-forms, ASP.NET, ADO.NET, SQL Server 2005, IIS 5.0, Windows 2000, HTML, XML, Visual Studio.NET 2003, Classic ASP, JavaScript

# Educational

* Bachelor of Technology in Electronics and Communications, JNTU May 2010
* Master’s in computer science, Chicago State University, Illinois, USA-May 2015