RAJ SHARMA

Software Engineer

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👤 Industries/Business Verticals Served

- **Healthcare**
- **Educational**
- **Engineering**
- **Mortgage**

🎓 Education

- **Master of Computer Applications**

📜 Training & Certifications

- **Microsoft Power Platform Fundamentals**

⌘ Hobbies

- **Cricket**
- **Trekking**
- **Reading Books**

💼 Profile

- A result-oriented intermediate with **3+ years** of experience in application development & enhancement, service delivery, and client relationship management in CRM, eCommerce, ERP
- Take part in client communication for understanding business requirements along with seniors.
- Expertise in MS Dynamics CRM, Power Portal/Pages, Power Automate (MS Flow), SharePoint Integration, and Power BI
- Hands on experience in development of Microsoft CRM solutions via building custom add-ons, plug-ins, custom workflow activities, Actions, workflow integration, and CRM application development
- Capable of developing, deploying, customizing, and integrating Microsoft Dynamics CRM
- Exposure in JavaScript, DOM manipulation, consuming XRM APIs.
- Ability to understand business requirements and translate them into technical requirements
- Actively involved in phases of the Software Development Life Cycle: Analysis, Design, Coding, Implementation, and support
- I am very good at problem-solving and optimization skills

⚙ Tools & Technologies

- Microsoft Dynamics 365, Azure, .NET, Power BI, Power Portal/Pages, Power Apps, Power Platform, Share Point
- SQL Server, SSIS, SSRS
- C#, HTML, JavaScript, jQuery, XML, CSS
- Azure Function, GIT, Azure DevOps Board

Key Projects Undertaken

1. Healthcare – Power Portal/Pages & Sales Module for Healthcare Industry

Project Description: The client is a service providing company which has instigated a partnership with Ambulance service providing company to provide a Falls Response Service to all its customers. When any Falls is initiated via Canvas App by Ambulance service providing company our client will view/verify/edit Falls request details using Power Portal/Pages and assign request to respective team members, they collate various data manually like the time of call, attendance at call, and various data items that are necessary to treat the faller. To make the system efficient, we develop a Canvas App to capture Falls data which gets passed to our client to attend the Fall and collect further data. We have also developed various reports using Power BI for management and data analysis.

Roles & Responsibilities:

- Take part into client call on a need basis.
- Implemented Canvas App and customized form, entity, relationship, views.
- Implemented Power Portal/Pages to view and modify Falls response data received from Canvas App
- Developed Power Automate to notify defined audience as per the business need.
- Implemented Power Automate to communicate with Government website as per the business needs.
- Developed dashboard to displaying various Analytics.

Technology Worked: Dynamics 365, Power App (Canvas App), Power Portal/Pages, Power Automate, C#, .Net, JavaScript, jQuery, CSS, Power BI

2. Educational – Power Portal/Pages for Education industry

Project Description: Student Application Enrollment process for the college. Student enrolment from various sectors and able to view their application status. System is provided some informative pages. Implemented Power BI to visualize the received applications, progress, more insights.

Roles & Responsibilities:
- Used Power Portal/Pages to set up entire Enrollment process with multi-stepper form feature and uploaded document in SharePoint.
- Implemented Power BI to visualize received application, progress and set up within Power Pages.
- Used Power Automate to notify Student and Management as per the business need.
- Configured Web role to access system by defined various type of users.
- Used SSRS report to create summary of application and share it with Student.

Technology Worked: Power Portal/Pages, Dynamics 365, Power App (Model Driven App), Power Automate, Power BI, SSRS

3. **Engineering – Sales Module for Engineering Industry**

Project Description: The client is mainly deals in engineering products & services primarily to the offshore energy industry. They also use applied technology expertise to serve the defence, entertainment, material handling, aerospace, science, and renewable energy industries.

Roles & Responsibilities:

*   My role is to provide concrete, robust solution, deliver task on timely manner.
*   Managing various requests, new assignment, issues from end user via Jira.
*   Actively take part in scrum call and sprint life cycle followed by client.
*   Implemented Model Driven App and customized form, entity, relationship, views.
*   Developed various plugin for data validation and creating related data.
*   Worked on various enhancement, maintenance, and bug fixes on an ongoing basis.

Technology Worked: Dynamics 365, Power App, Power Automate, C#, .NET, JavaScript, CSS, jQuery, Workflow, Custom workflow activity, Plug-ins, Actions, Business Rules

4. **Mortgage – Sales Module for Mortgage Industry**

Project Description: The client required complete CRM solution to manage their clients, brokers, customers activities. Provided solutions by developing system using Microsoft Dynamics 365 Sales Module to manage their business needs.

Roles & Responsibilities:

*   Customized Microsoft Dynamics CRM 365 organizations at the form, entity, relationship, reports, workflow, dialogs, and business unit/user role permission level
*   Designing and Implementing Lead to client and client to lead conversion.
*   Broker can register using their NMLS number.
*   Account executive can work on lead and convert lead to client.
*   Developed SSRS reports, email templates as per business requirement.
*   NMLS API Integration for Real-time license verification of individual and company with reverse mechanism update data from Application to API.
*   Worked on various enhancement, maintenance, and bug fixes on an ongoing basis.

Technology Worked: Dynamics 365, Power App, Power Automate, C#, .NET, JavaScript, CSS, jQuery, Azure function.

5. **MedTech Product Data Management System**

Project Description: The client required Solution where they want to give access to their data to the outside the organization users to market their product.

Roles & Responsibilities:

- Collaborate with business stakeholders to understand their requirements and translate them into technical specifications. Identify opportunities to leverage Dynamics 365 and portals for process improvement and enhanced user experiences.
- Customize Dynamics 365 entities, fields, forms, views, and workflows to align with business processes. Configure business rules, processes, and automation to optimize user interactionsand data management.
- Develop custom plugins, custom workflow activities, and integrations to extend Dynamics 365'sfunctionality. Implement server-side logic to fulfil specific business needs.
- Design, develop, and customize web portals using tools like Dynamics 365 Portals or Power Apps Portals. Create web pages, forms, templates, and user interfaces that provide externalusers with self-service capabilities and access to relevant data.
- Design user-friendly interfaces that enhance user experience and align with branding guidelines. Ensure that the portal's UI/UX promotes efficient navigation and interaction.
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Technology Worked: Dynamics 365, Power App, Power Automate, C#, .NET, JavaScript, CSS, jQuery, Azure function.

6. **Project: Johnson and Johnson Healthcare/Educational Power Portal/Pages (Japan)**

Project Description: Led end-to-end development of a Power Portal in Dynamics 365, empoweringJohnson and Johnson with secure product information access, an e-learning platform for medical students, streamlined sales reporting, and efficient case assignment. Integrated stock, shipping, and recall information for a comprehensive user experience.

Roles & Responsibilities:

- Spearheaded the design, development, and deployment of the e-learning module, providing atailored platform for medical college students to access educational content efficiently.

- Engineered a robust sale reporting system, enabling users to generate and download criticalreports for analysis, contributing to data-driven decision-making.
- Worked on enhancing the overall user experience by implementing intuitive interfaces andseamless navigation within the e-learning and sales reporting modules.
- Create special plugins, custom workflow activities, and connections to make Dynamics 365 domore. Write server-side code to meet specific business needs.
- Build, design, and adjust web portals using tools like Dynamics 365 Portals or Power AppsPortals. Make web pages, forms, templates, and interfaces so external users can help themselves and get to the information they need.
- Make interfaces that are easy to use and fit the company's look and feel. Make sure people canmove around and get things done easily on the portal. Also, connect third-party tools for bettere-learning features.
- Conducted bi-weekly meetings with the Japanese client, fostering effective communication andcollaboration. Gathered client feedback, addressed concerns, and ensured the alignment of thee-learning and sales reporting modules with Johnson and Johnson's specific requirements for the Japanese market.

Technology Worked: Dynamics 365, Power App, Power Portal, Power Automate, C#, .NET,JavaScript, CSS, jQuery, 3rd party API.