# CAREER OBJECTIVE

D365/Power Platform Architect

**KARAN MITTAL**

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**EDUCATION**

Bachelor of Technology

**Punjab Technical University**

**HIGHLIGHTS**

* **Development Architect** – Dynamics 365 Sales, Customer Insights Journeys, Customer Service, Power Platform, Power BI & Azure
* **Functional expertise** on CRM, Sales, Marketing, Customer Service, Field Service and F&O
* **18 years** ofworking experience in IT industry
* Well versed in Core Banking implementation

**Technical Expertise**

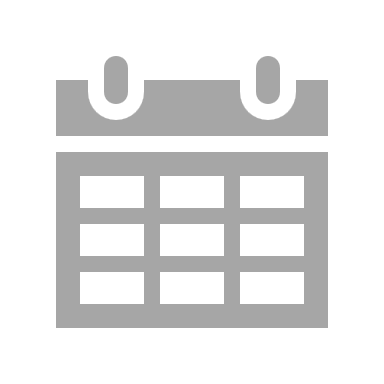
* Sales and Marketing Automation
* Azure, Microsoft Business Applications, Dynamics 365 Sales and Customer Insights Journeys
* Dataverse, Power Platform, Power Automate, Power Pages, PPAC, Power BI
* CoPilot and Generative AI
* Azure Logic Apps, Azure Functions
* Azure - Service Bus
* C#, .NET, SQL,
* JavaScript, PCF, React.js
* MS Visio, Canva, Figma, Mermaid
* Azure API Management
* Azure DevOps – GIT Repos
* Azure Entra ID, Microsoft 365

Strategic and results-driven IT Architect with around 18 years of experience in leading end-to-end solution delivery across Microsoft Business Applications. Seeking an architecture role to define scalable, secure, and innovative enterprise solutions. Proven expertise in driving digital transformation, aligning technology with business goals, and delivering measurable outcomes through modern platforms like Dynamics 365, Power Platform, and Azure. Adept at leading cross-functional teams, architecting complex systems, and ensuring technical governance

# WORK EXPERIENCE

## Dynamics 365/Power Platform Architect

### Farm Credit Bank of Texas

 July 2019 – June 2025 Austin, TX

* Orchestrated **technical design** and **solution architecture** across the Microsoft Business Applications portfolio ensuring robust solutions for all business development initiatives, integration, and workflow automation.
* Managed and led end-to-end migration of a complex on-premises CRM portfolio to **Dynamics 365 Cloud** for the bank and 14 association banks. Defined migration strategy including architecture, security, and integrations. Executed full-scale development, data migration, and system integration, reducing core team from 27 to 7, saving up to 75% in costs. The success of the initiative was formally acknowledged by the Vice President in a [LinkedIn](https://www.linkedin.com/in/mittalkaran/) recommendation.
* Authored the expansion of marketing solutions by onboarding associations to **Dynamics 365 Customer Insights Journeys** and integrating with Sales. Enabled real-time lead flow, campaign tracking, and improved efficiency and collaboration between marketing and sales.
* Led and implemented automation transformation by implementing CI/CD pipelines in **Azure DevOps**, cutting deployment time for CRM solutions for 14 customers from 16 to 2 hours and improving efficiency by 88%.
* Pioneered & implemented a **citizen development strategy** to expand business applications and business intelligence capabilities across the bank and district users. Empowered business units and affiliated associations to independently build and customize solutions using Power Platform, Power Pages and Power BI, significantly accelerating innovation and reducing reliance on central IT.
* Designed & delivered **Power BI reports and dashboards** using D365 Dataverse and SQL Server as data sources, leveraging On-Premises Data Gateway.
* Developed and maintained enterprise-grade **Azure Logic Apps** for automated workflows, integrating Dynamics 365, Azure Service Bus, and third-party systems to streamline business processes and improve operational efficiency.
* Designed, deployed, and maintained advanced Power Platform solutions including **Power Pages for secure external portals**, **Canvas Apps embedded within Dynamics 365 CE and as standalone applications**, and **Copilot agents to automate** user interactions and configuration with Confluence. Additionally, developed **custom connectors for Power Automate** to enable seamless integration with third-party APIs and legacy systems, significantly extending the automation and integration capabilities of enterprise workflows.
* Extended Dynamics 365 UI capabilities by developing and deploying **custom PowerApps Component Framework (PCF) controls**, including tailored grids for sub-grids and entity views to enhance user experience and data interaction.
* Designed and implemented **Copilot agents and Generative AI** solutions within Dynamics 365 and Power Platform to automate user interactions, enhance productivity, and deliver contextual recommendations by leveraging large language models and integrated business data.
* Managed and administered the **Power Platform Admin Center**, overseeing environment governance, capacity monitoring, and user roles; also administered **Power BI tenant settings** and workspace configurations for secure and scalable analytics delivery.
* Designed and implemented serverless **Azure Functions** to enable scalable, event-driven integrations between Dynamics 365, external APIs, and cloud services, optimizing performance and reducing infrastructure overhead.
* Oversaw the execution of projects using **Agile Scrum** methodologies, facilitating daily stand-ups, sprint planning, and retrospective meetings.

**SKILLS**

* Solution Architecture
* Application Development and Management
* Operational Excellence
* Product Management and Technology Roadmap
* Team Development
* Product Innovation and Expansion
* Business Intelligence and Data Analytics
* Leadership
* Strategic Planning
* Agile Development
* Impact Analysis & Risk Management
* Resource Management

**Certifications**

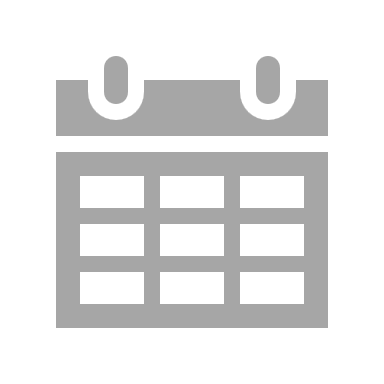
* Microsoft CRM 2013 – Customization and Configuration
* Microsoft CRM 2013 – Extending Dynamics CRM 2013
* Microsoft CRM 2013 – Deployment
* Microsoft CRM 2013 – Applications

**Titles Earned**

* Microsoft Specialist and Microsoft Certified Professional
* Microsoft Certified Dynamics Specialist
* Microsoft Certified Technology Specialist
* Partnered with **cross-functional teams** to resolve technical issues in enterprise integrations, and communicated risks, issues, and solutions to senior leadership.
* Managed and trained the team of lead developers, senior software engineers and CRM administrators.

## Application Architect

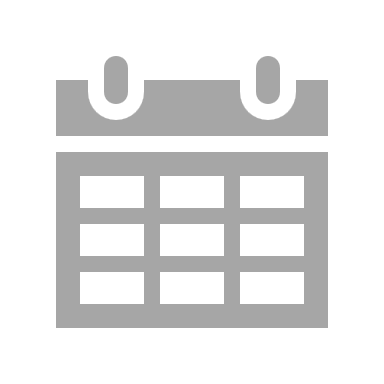
### EVRY USA [Client - AgFirst Farm Credit Bank]

 July 2016 - July 2019 Columbia, SC

* Designed and developed scalable architecture and infrastructure for the Dynamics 365 CRM platform, supporting operations across 23 associations.
* Played a key role in end-to-end delivery of CRM solutions across multiple business domains, ensuring alignment with tech and functional requirements.
* Gathered and analyzed business requirements by collaborating with stakeholders to define functional specifications and implementation roadmaps.
* Led the technical **upgrade** of CRM applications for 23 associations, including data migration, version compatibility, and post-deployment validation.
* Developed custom plugins, workflows, and business process logic **using C# and .NET** to extend Dynamics 365 functionality.
* Established and maintained a modular architecture framework using custom **NuGet packages** and an enterprise NuGet repository to streamline solution reusability and maintainability.
* Automated CI/CD pipelines using **Azure DevOps** for solution packaging, deployment, and environment configuration—improving release velocity and reducing downtime.
* Executed large-scale data migration and integration projects using SSIS with **CozyRoc** and **KingswaySoft** connectors to enable batch data synchronization between D365 and external systems.
* Acted as a coordinator between offshore development teams and onshore business/technical stakeholders to ensure seamless collaboration, communication, and issue resolution.

## Application Architect

### EVRY [TietoEvry]

 February 2012 - July 2016 Chandigarh, India

* Solution Design and Architecture - developed and articulated the overall architecture vision and strategy for the organization's applications.
* Technical Leadership - provided technical leadership and guidance to development teams throughout the software development lifecycle.
* Collaborated with stakeholders, including business leaders and IT teams, to understand requirements and translate them into technical solutions.
* System Analysis and Requirements Gathering - performed feasibility studies and risk assessments to evaluate the viability of proposed solutions.
* Application Development and Prototyping - Led and participated in the development of prototypes and proof-of-concepts to validate architectural decisions and demonstrate proposed solutions.
* Monitored and developed the process to identify performance bottlenecks and scalability issues in applications and proposed optimizations and enhancements. Designed and implemented caching strategies and other techniques to improve application performance and scalability.
* Documentation and Communication - Key responsibility was to communicate technical concepts and solutions effectively to stakeholders with varying levels of technical expertise.

## Senior Software Engineer

### Daily calendar with solid fillLarsen & Toubro Infotech (LTI)

November 2007 - February 2012 Mumbai, India

* Assessment of existing CRM systems and creation of Business Process Documents
* Studying the applications integrated with current ecosystem and performed the as-is mapping of functionalities configured with CRM application, developed recommendations of the best fir CRM tool.
* Development of Plug-ins and Business Processes created and demonstrated Dashboards, development of client-side scripting to support required processes and development of SSRS reports.
* Customizations, configurations, and installations of CRM applications which include data migration of one system to another.