

# KEERTHANA BALAKRISHNAPILLAI

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## Career Objective

Aiming to contribute to innovative projects and provide effective technical solutions by leveraging a strong foundation in design, coding and problem-solving while fostering continuous learning and professional growth in a dynamic environment.

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## Summary

- IT professional with 3.75 years of experience, specializing in ASP.NET development and ERP expertise in Microsoft Dynamics 365 Finance and Operations.
- Hands-on experience in systems analysis, design & development, customization, and support of Microsoft Dynamics 365 Finance and Operations (D365 F&O) projects and SQL.
- Strong understanding of D365 F&O entities and modules, with the ability to work effectively alongside functional consultants in the design of MS Dynamics AX technical solutions.
- Solid experience using Life Cycle Services (LCS) for managing D365 F&O environment maintenance, platform upgrades, and asset management.
- Expertise in implementing scalable ASP.NET Core applications using Web API to streamline business processes and improve system functionality.
- Solid experience and knowledge in .NET development with technologies such as C#, ASP.NET Framework, .NET Core, ASP.NET MVC, Web API, and front-end languages like HTML, CSS, and JavaScript.
- Proficient in database development and design using MS SQL Server, including writing SQL queries, stored procedures, and managing SQL Server databases.
- Extensive experience with Visual Studio as an IDE for developing applications and integrating with Microsoft SQL Server, as well as debugging and adhering to coding standards and guidelines like SOLID principles.
- Proven ability to work in an Agile Scrum environment, participating in daily stand-ups, sprint planning, and retrospective meetings, contributing to team collaboration and timely project delivery.
- Knowledge in using Azure DevOps for source control and project management.
- Demonstrated ability to identify, troubleshoot, and resolve business-critical system issues, along with designing and developing system enhancements.
- Strong team player with excellent communication and collaboration skills, contributing to project success and maintaining a positive work environment.
- Skilled in mentoring and providing knowledge transfer sessions to team members, sharing expertise to ensure team growth and consistency.

## Experience

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**Infosys Limited, India**

**January 2021 – September 2024**

### Role: Technology Analyst

#### Project 1: Microsoft Dynamics 365 FO

- Role performed: Concierge Customer support
- Strong in written and verbal communications through call/e-mail for gathering detailed information to analyse and troubleshoot customer's issues

- With relevant experience, providing technical support related to standard functionalities in the MS dynamics 365 Finance and Operations.
- Identified and fixed integration issues with Dynamics CE/CRM.
- Analysing a problem and if found a defect, raised a bug with MS and worked with the team concerned for the issue to be fixed
- Debugging codes and analysing the Trace to find the root cause and help customers on how it can be solved to proceed further.

## **Project 2: Dynamics 365 Finance and operations Implementation**

- Understanding the functional requirements.
- Developed business logic for new requirements and made customization on existing forms and objects using X++.
- Platform upgrades as per new release by Microsoft.
- Gain functional knowledge to understand the asset and business requirements.
- Release model and deployable packages to any new customer and provide assistance till go live
- Worked on different modules like Account Receivables, Account payable
- Modified the existing reports in D365 FO.
- Technical Design Documentation/ Specification.

## **Project 3: ASP .Net Core Web development.**

- Assisted in the development of a scalable ASP.NET Core application using Web API to streamline business processes.
- Collaborated with a cross-functional team in an Agile Scrum environment, participating in daily stand-ups, sprint planning, and retrospective meetings to ensure project alignment and timely delivery.
- Designed and managed SQL Server databases, including writing queries and stored procedures.
- Used Azure DevOps for source control and project management.
- Debugged and resolved issues using Visual Studio, ensuring adherence to coding standards and best practices.
- Participated in code reviews to learn from team members and contribute to maintaining code quality.
- Used Postman to test and debug Web APIs, ensuring functionality and reliability of endpoints during development.

## **Skills**

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|----------------------------------|---|
| • <b>ERP expertise</b>           | : <b>D365 finance and operations, LCS, Environment monitoring, Trace Parser, Azure</b>    |
| • <b>Languages/Methodologies</b> | : <b>C#, ASP .NET Framework, .NET Core, MVC, WEB API, SQL, HTML, CSS, JavaScript, X++</b> |
| • <b>Database</b>                | : <b>Microsoft SQL Server</b>   |
| • <b>Tools</b>                   | : <b>Visual Studio, SSMS, Azure Devops, Postman</b>                                       |

## **Certifications**

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- AZ-900: Microsoft certified Azure fundamentals
  - PL-900 Microsoft Power Platform Fundamentals
  - MB-300: Microsoft Dynamics 365: Core Finance and Operations
  - AI-900: Microsoft certified Azure AI fundamentals