

KRISHNAJA V

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PROFESSIONAL SUMMARY

Detail-oriented Microsoft Dynamics 365 CRM Developer with over 3 years of experience in customizing and configuring CRM solutions to meet diverse business needs. Proficient in entity customization, form scripting, workflow automation, and plugin development. Skilled in JavaScript for client-side scripting and implementing business rules to enhance user experience and data integrity. Experienced in leveraging Power Apps and Power Automate to develop low-code solutions that streamline business processes. Adept at utilizing tools like Ribbon Workbench, Plugin Registration Tool (PRT), and Xrm ToolBox for efficient CRM customization and management. Committed to delivering scalable and maintainable CRM solutions that drive business success and user satisfaction.

EXPERIENCE

System Engineer

Infosys

Feb 2022 -

Trivandrum

- Customized Dynamics 365 CE components including forms, views, dashboards, and security roles covering 90% of the business-specific requirements, including entity creation, relationship mapping, and business rule setup .
- Contributed to the development of Power Automate flows and Power Apps, increasing automation coverage across departments by 50% .
- Designed solutions for business processes, workflows, and reports in collaboration with development teams.
- Keeping up-to-date with the latest features and updates in Microsoft Dynamics 365 CE and recommended enhancements.
- Assisted in Power Automate and Power Apps development to enhance the overall functionality.
- Provided ongoing support and troubleshooting, ensuring that the system met business needs and expectations.

SKILLS

Technologies:	MS Dynamics 365 CE, MS Power Automate Flow, Power Apps, Plugin
Cloud:	MS Power Automate Flow
ALM Tools:	AzureDevops
Scripting & Development :	javascript , C ,HTML,CSS

PROJECTS

WWLPBD

Client : Microsoft

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- Designed solutions for business processes, workflows, and reports in collaboration with development teams.
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- Assisted in Power Automate and Power Apps development to enhance the overall functionality.
- Provided ongoing support and troubleshooting, ensuring that the system met business needs and expectations.
- Developed and deployed custom plugins and workflows in Dynamics 365 CE, enhancing system automation and reducing manual tasks by 40%.

STRATEGIC VENTURES TEAM APPS

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Client : Microsoft

- Utilized **Ribbon Workbench** within XrmToolBox to customize command bars and ribbons in Dynamics 365, enhancing user interface and streamlining navigation.
- Employed the **Plugin Registration Tool (PRT)** to register and manage custom plugins in Microsoft Dataverse, facilitating the extension of CRM functionalities.
- Leveraged **XrmToolBox**, a suite of tools for Dynamics 365, to simplify customization and configuration tasks, improving development efficiency.
- Implemented Business Rules in Dynamics 365 CRM to enforce data validation and automate field behaviors, enhancing data integrity and user experience.
- Configured Security Roles to manage user access and permissions, ensuring compliance with organizational policies and data security standards.
- Developed Automated Flows using Power Automate to streamline business processes, reducing manual efforts, and increasing operational efficiency.
- Using JavaScript for client-side scripting in Dynamics 365 CRM forms, enabling dynamic interactions and real-time data validations.

CDOT

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Client : Microsoft

- Utilized Power Automate to create automated workflows, enhancing operational efficiency.
- Assisted in the development of Power Apps solutions to address unique business challenges.
- Provided ongoing support and troubleshooting for Dynamics 365 CRM users, ensuring system reliability and user satisfaction.
- Identified opportunities to optimize business processes using CRM technology, leading to improved productivity.
- Keeping up with the latest Dynamics 365 CE updates and features, regularly proposing enhancements that improved user adoption and system capability by 20%.
- Experienced in providing end-user training and support for Dynamics 365, ensuring successful adoption of system changes and enhancements.

CERTIFICATIONS

- PL900 - Microsoft Power Platform Fundamentals
- AI100 - Microsoft Azure AI Fundamentals
- PL400 - Microsoft Power Platform Developer

EDUCATION

Bachelor of Computer Science and Engineering

2017-2020

APJ Abdul Kalam Technological University . GPA : 7.96

Diploma in Computer Science and Engineering

2014 - 2017

Technical Education Board of Kerala . GPA : 8.4