MADHU LAKKOJU

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Education

Stony Brook University, State University of New York   **Aug 2023 – Dec 2024**
Masters of Science in Computer Science   *Stony Brook, NY*
Relevant Coursework: Distributed & Decentralized Systems, Operating Systems, Hybrid Systems, Advanced Algorithms

Gokaraju Rangaraju Institute of Engineering & Technology, JNTU   **Aug 2017 – July 2021**
Bachelor of Technology in Computer Science   *Hyderabad, Telangana, India*
Relevant Coursework: Cloud computing, Databases, Web Technologies & Security, Operating Systems, Networks

Work Experience

Software Developer | *Power Platform, Dynamics 365 CE, HTML/Js, Angular*   Aug 2021 – Aug 2023
Tata Consultancy Services | Phoenix - Standard Life   *Hyderabad, Telangana, India*
- Contributed to Standard Life UK, enhancing major customer modules: Savings, Retirement, Pensions, and Payments.
- Collaborated with the UI/UX team to refine responsiveness practices for seamless functionality across devices for critical pages including Retirement Calculator, Retirement Planner, Charges, Dashboard, and SLB Dynamic tiles.
- Collaborated closely with Clients in designing and building an end-to-end CRM System on Microsoft Power Platform using Dataverse, custom C# actions, HTML/JS web resources, and REST endpoints through plugins.
- Identified redundancy and implemented necessary Power Automate flows and workflows to send progress acknowledgments, reducing manual work by 85-90% with an event-driven model and achieving resource efficiency.
- Developed 100% automated Data migration and replication from CWC & PE through Azure Web jobs and REST APIs
- Employed Agile methodologies, emphasizing quality enhancement in overall Automation, UI and REST Microservices during iterative product development in a cross-functional team.

Full Stack Developer Intern | *AngularJS, Javascript, Java, AWS, SQL*   Mar 2021 – May 2021
Tata Consultancy Services   *Chennai, Tamil Nadu, India*
- Built a Chat service with Web sockets, WebRTC, SSO, and OAuth Services on Angular JS UI and Hibernate ORM.
- Implemented Hibernate Object Relational Mapping Features and API endpoints using RestEasy & Java
- Deployed these Service and UI packages in Amazon Elastic Compute Cloud (EC2) using Jenkins CI/CD pipelines.

Dynamics 365 Developer | *Microsoft Power Platform, C#, Javascript, HTML*   Jan 2020 – Feb 2021
D365 Solutions Ltd   *Remote*
- Utilized Dataverse, business process flows, actions, scheduled jobs, security roles with solution architecture, and Azure integration in the Microsoft Dynamics 365 CE in performing Case Management, Data Sync, ETL & Automation tasks
- Integrated custom processes with efficient C# plugins to perform business logic in Pre-validation, Pre & Post Operation modes and Power Automate Flows to send acknowledgments, perform Dataverse updates & trigger dependent systems
- Created Power Portals to work closely with CRM functionalities and customized the pages using PCF, Ribbon Work Bench, Liquid templates, HTML, JavaScript, jQuery & CSS along with Model Driven Apps.
- Developed and managed HTML web resources and event handler JavaScript functions using Client Reference & XRM that saved users the time-consuming task of switching between modules to view the data.
- Built Reports and Visualizations using SQL Server Reporting System, Adobe Experience Manager & Power BI.

Projects ⌕

CaseWare Cloud Integration | *C#, JavaScript, Client Ref API, Power Automate, Plugins, XRM, CWC API*
- Implemented CaseWare cloud version Data synchronization of Entities, Engagements, and Files between CWC and Dataverse through several Power Automate Flows, Custom Actions, and Azure Web jobs.
- Implemented an API system using C# plugins through custom actions which are triggered through Flows.

Financial Statements Portal Integration | *Power Pages, HTML, JavaScript, CSS, C#, Plugins*
- A Power Pages portal with several Custom pages, Multi-Step forms, and customizations to allow users to fill Submissions, upload forms, and generate statements utilizing Automate Flows to organize the files and their history in SharePoint.
- Designed Power Automate flows to post SMS updates with Twilio & Emails at each Checkpoint in the Business Process

Feedback Survey Portal | *Power Pages, Automate, Plugins, JavaScript, C#*
- A PowerApps portal to collect Customer feedback which filters out thresholds and uses Power Automate to calculate overall ratings, and generate reports and alerts as the business expects
- Utilized Power Automate and Approval flow to pipeline customer suggestions and incorporated them into the system.

Technical Skills

Technologies: Microsoft Power Platform, Dynamics 365 Customer Engagement, Azure, Automation, Sharepoint, Git
Languages: C#, HTML/CSS, JavaScript, FetchXML, Liquid, Core Java, Python, Typescript, SQL, NoSQL, JSON, XML
Frameworks: .NET, Power Apps, Power Portals, Power Automate, Power BI, Dataverse, REST, ReactJs, Angular, SQL Server Reporting, Object Oriented Programming, Adobe Experience Manager, MVC, XRM Client Reference