MADHU LAKKOJU

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Profile

Certified Power Platform Developer with 3+ years of experience in designing and implementing efficient end-to-end CRM solutions and full-stack web development. Passionate in building innovative solutions using Power Platform and Dynamics 365. Actively seeking challenging opportunities to expand my knowledge and advance my expertise.

Education

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

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

Technical Skills

Technologies: Microsoft Power Platform, Dynamics 365 Customer Engagement, Dataverse, Azure, Git
Languages: C#, HTML/CSS, JavaScript, FetchXML, Liquid, Core Java, Python, SQL, NoSQL, JSON, XML
Frameworks: NET, Web API, Power Automate, Power BI, Dataverse, REST, Workflows, ReactJs, Angular
Others: MVC, XRM Client Ref, Ribbon Workbench, SSRS, Adobe Experience Manager, Object-Oriented Design

Work Experience

Software Developer   **Aug 2021 – Aug 2023**
Standard Life UK | Tata Consultancy Services   *Hyderabad, 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.
- **Tech Stack: Power Platform, Dynamics 365 CE, HTML/Js, Angular, TS, Java, REST, AWS, SQL**

Full Stack Developer Intern   **Mar 2021 – May 2021**
Tata Consultancy Services   *Chennai, India*
- Built a Chat service with Web sockets, WebRTC, SSO, and OAuth Services on Angular JS UI and Hibernate ORM.
- Deployed these Service and UI packages in **Amazon Elastic Compute Cloud (EC2)** using CI/CD pipelines
- **Tech Stack: AngularJS, Javascript, Java, AWS, SQL, Hibernate, NoSQL, REST, Core Java**

Dynamics 365 Developer   **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.
- **Tech Stack: Microsoft Power Platform, C#, Javascript, HTML/CSS, JQuery, REST, Azure**

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.
- Developed 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.

Certifications

- **PL - 400** : Microsoft Certified: Power Platform Developer
- **PL - 900** : Microsoft Certified: Power Platform Fundamentals
- **MB - 920** : Microsoft Certified: Dynamics 365 Fundamentals
- **MTA** Microsoft Technology Associate : Networking Fundamentals
- Cyber-Security Essentials, Data Structures, Python, Cisco CCNA