

NAQEEB ULLAH

DYANMIC CRM ASSOCIATE CONSULTANT

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Dynamics 365 Experience

I have gained hands-on experience in Dynamics 365 CRM, working across multiple areas to design, customize, and integrate solutions that improve business processes and user experience. My key expertise includes:

- **Dynamics CRM Sales Module:** Gained expertise in configuring and optimizing the Dynamics CRM Sales Module to streamline sales processes and improve customer relationship management.
- **Plugins & Custom Actions** – Developed, deployed, and optimized server-side logic in Dynamics 365 CRM using Plugins and Custom Actions to automate complex business processes, enforce business rules, and integrate seamlessly with external systems.
- **Power Automate:** Automated workflows and processes using Power Automate, improving operational efficiency and reducing manual tasks.
- **Web Resources** : Created and customized JavaScript, HTML, and CSS resources to enhance UI and deliver tailored functionality
- **Canvas Apps:** Primarily worked on Canvas apps, designing and developing customized solutions to enhance business productivity and ensure seamless integration with Dynamics 365.
- **Custom API Development** – Created and deployed secure Custom APIs in Dynamics 365 to enable seamless data integration between multiple tenants, handling authentication, data transformation, and cross-tenant communication.
- **Power Pages:** Designed and implemented Power Pages, delivering user-friendly interfaces for external-facing applications.
- **Power BI:** Utilized Power BI for data visualization and reporting, enabling data-driven decision-making and actionable insights.
- **SSRS & SSIS Development** : Developed custom SSRS reports and SSIS packages for reporting, data migration, and system integrations.
- **Industry Accelerators:** Leveraged Industry Accelerator solutions to tailor Dynamics 365 for specific industry requirements, enhancing system performance and relevance.

These experiences have equipped me with the skills and expertise necessary to effectively contribute to any Dynamics 365-focused role, with a particular focus on customizing, automating, and optimizing business processes using the Dynamics 365 Sales Module and Canvas apps.

SKILLS & ABILITIES

I am skilled in the following technologies.

Low-Code Platforms & Apps:

- Canvas App: Custom Power Apps for tailored business solutions
- D365 CRM: Customer Engagement apps built on Power Platform
- Power Pages External portals for customer and partner access

- Power Automate: Workflow automation and system integration
- Power BI: Data analytics, interactive dashboards, and visualizations

Development & Customization

- Plugins & Custom Actions (C#): Event handlers, server-side business logic, and process automation
- Web Resources: JavaScript, HTML, and CSS for UI customization and enhanced user experience
- Ribbon Workbench: Custom commands and tailored ribbon controls
- Word Templates: Custom commands and tailored ribbon controls

Integration & Data

- Power Platform Integration with SharePoint
- Dataverse: Data Modeling, Relationships
- SharePoint: Document & List Management
- SQL Server, .NET (Basic API Work)

Integration & Automation:

- Power Platform Integration: Power Automate, Power Apps Integration, SharePoint

EXPERIENCE

2024 - Now

DYNAMICS CRM ASSOCIATE CONSULTANT

SkySoft Connections – Islamabad, Pakistan

I began my journey at SkySoft Connections in 2024 as a CRM Developer, contributing to various business application projects. My primary focus has been on developing Canvas Apps to streamline internal processes and improve user interaction. Over time, I expanded my role to include advanced CRM customizations, plugin development, Web Resources (JavaScript/HTML), and workflow automation using Power Automate. I have also worked extensively on SharePoint integration, custom Word Templates, and data handling in Dataverse, delivering tailored solutions that align with client needs.

Projects: OMAC, GAMMA, BOBSWATCHES.

Tech Stack: Dynamics 365 CRM, Power Apps (Canvas + Model-Driven), Power Automate, Power BI, Plugins (C#), Web Resources (JavaScript/HTML), Ribbon Workbench, Word Templates, Dataverse, SharePoint Integration, SQL Server, .NET, Business Process Flows, Security Roles, Lookup Fields, Custom APIs, and Data Validation Logic.

EDUCATION

2020- 2024

BS Computer Science.

Gomal University

COMMUNICATION

Strong written and verbal communication skills, including the ability to provide constructive feedback and collaborate effectively with writers, editors, and other stakeholders.

LEADERSHIP

Ability to manage multiple projects simultaneously and meet tight deadlines, while maintaining the highest standards of quality.