**MILAN PATEL Email**: - [patelmilan2912@gmail.com](mailto:patelmilan2912@gmail.com)

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**RELEVANT SKILLS**

Web Frameworks: **HTML, CSS, WordPress, JavaScript, ReactJS, Drupal 9**

Dashboards: **Power BI, Tableau, R Studio, SQL Server Reporting Services.**

Documentation & Development: **Microsoft Office 365, Microsoft Project Professional, Microsoft Dynamics 365,**

**Microsoft PowerApps, Microsoft PowerAutomate, Microsoft Forms**

Scripting: **Python, R**

Database Systems: **MySQL, Microsoft SQL Server, Oracle Business Intelligence**

Environment: **Python IDLE, Visual Studio Code, Jupyter Notebooks**

**WORK HISTORY**

**MNP LLP Inc (Developer/Consultant)** Dec 2022 - Present

**Application Maintenance Support:**

**Canada's Building Trades Union:**

* Resolved integration issues between MS Power Automate flows and Scrive connector.
* Developed and implemented field security profiles to control access to specific data within MS Power Platform, ensuring compliance with business requirements.
* Designed and automated business processes using Power Automate flows, streamlining workflows and improving operational efficiency.

**Projects:**

**MB Families (Government of Manitoba):**

* Designed and developed custom applications, workflows, JavaScript code and integrations within Dynamics 365 and Power Platform.
* Created custom entities, forms, views, and dashboards to meet business needs, enhancing user experience and data visibility in Model-Driven App.
* Developed data models, relationships, and business rules to establish robust data structures and relationships, ensuring seamless data flow and adherence to business logic.
* Implemented role-based security and field security profiles to ensure data privacy and compliance with organizational policies
* Offered ongoing support and issue resolution post-deployment to ensure smooth operation and user satisfaction.
* Contributed to the successful launch of a solution that directly benefited over 400 end users, ensuring quick adoption and operational success within 3 weeks of go-live.

**AVATAR (Government of Alberta):**

* Developed implementation plan for CRM 2015 to Dynamics 365 On-Premise migration and SharePoint 2013 to 2019 migration.
* Participated in troubleshooting sessions with Microsoft engineers for migration issues.
* Updated and optimized JavaScript files to enhance Dynamics 365 functionality.

**QuARTS (Government of Ontario):**

* Developed migration strategies for seamless data transition from Oracle Siebel to Microsoft Power Platform/Dynamics 365.
* Collaborated with stakeholders to define data requirements and establish success metrics.
* Extracted, cleansed, transformed, and mapped data to align with Microsoft Power Apps model.
* Built and automated ETL processes using KingswaySoft SSIS packages for data migration.
* Customized entities, forms, views, and workflows in MS Power Platform for migrated data.
* Created new data columns using Power FX formulas to meet business needs.
* Developed and optimized SQL scripts to efficiently migrate data from Oracle Siebel.
* Conducted comprehensive testing to ensure data integrity and resolve migration issues.
* Documented migration processes and data mappings for future reference and audits.

**ECLMS (Ministry of Crowns Land, Saskatchewan):**

* Led SharePoint migration from 2015 to SharePoint Online.
* Migrated over 500GB of data with a 99% data integrity rate.
* Developed a migration plan reducing expected downtime by 30%

**Office of Research and Innovation (Humber College)** Apr 2022 –Dec 2022 **Data System Development Analyst**

* Developing PowerApps model and canvas-driven apps and managing the data in Microsoft Dataverse.
* Providing architecture, configuration, administration, and functional support to expand capabilities in Microsoft 365.
* Designing end-to-end solutions that improves collaboration, productivity, and knowledge-sharing.
* Identifying the areas and processes where Microsoft 365, Office 365 and Dynamics 365 can be better leveraged and facilitating process improvement.
* Experience with API or service integrations and firm understanding of implementing solutions with multiple data sources.
* Implementing Project Tracking Process including collection of data from various teams and generating reports based on it.

**Office of Research and Innovation (Humber College)** Aug 2021 – Apr 2022 **Data Visualization Specialist**

* Participated in planning and data mapping sessions with Project stakeholders.
* Provided input and advice regarding Microsoft Dynamics 365/CRM capabilities, functions, and features to project stakeholders.
* Conducted hands-on implementation, configuration, and development of the various components of Microsoft Dynamics 365/CRM.
* Participated in weekly meeting as the technical expert in proposal development and presentations within the department.
* Demonstrated proficiency in customizing and creating CRM entities.
* Strong initiative to find ways to improve existing solutions, systems and processes and workflows for the automation.
* Experience working on an agile development team.
* Developed an application in PowerApps Canvas App using Google Barcode Scanner API, for automating the attendance for Event purposes resulting in the reduction of manual work and saving 0.5 hours for each event.

**Office Research and Innovation Department (Humber College)** Sept 2020 – Aug 2021 **Project Assistant**

* Learnt about Microsoft Dynamics 365, MS Power Automate and MS Power Apps from basics to advanced.
* Interacted and demonstrated MS CRM Solution to project stakeholders.
* Assisted and provided support in data migration activities from MS Excel to MS CRM.
* Worked on automation functionalities to send mass email invites from shared mailbox.
* Researched on 3rd party extensions to connect MS CRM with various other sources and actively participated in data mapping sessions.
* Participated in different Workshops hosted by the department.

**ICT CAPSTONE SHOWCASE EXPO (Humber College)** Dec 2019 – Apr 2020

**Project Co-Ordinator**

* Organizing, attending, and participating in meetings having **20 stakeholders** from **different departments** and presenting **presentations**, **flowcharts,** and **3D layout**, and ensuring that it meets the meeting agenda.
* Assessed the project risk, issues, and change requests to provide solutions where applicable.
* Drafted Project Risk Management, Budget Management, Schedule Management, and Informational Interviews from the stakeholders and presented in the **Biweekly Meetings**.
* Created sample layout of Expo in Sketchup Pro 2020 and debriefed in Biweekly meetings.

**ACHIEVE- IOS APPLICATION** Dec 2018 – Apr 2019 **Database Developer**

* Worked on Database in firebase and managed data of collection, documents, and fields.
* Actively participated in production works during implementation which involves monitoring and testing resulting in **1.7K reads** and **119 writes** performed on database on single day.
* Cleaning up the database, securing collection id of the users so, data is not replicated, and integrity is maintained.
* Participated in Weekly meetings to provide update regarding the status of the Application and Database.

**EDUCATION**

**Project Management, Postgraduate** Sept 19- Apr 20 Humber College, Toronto, ON

**Enterprise Software Development, Postgraduate** Sept 18 - Apr 19 Humber College, Toronto, ON

**Information Technology, Bachelor’s** Aug 14 - May18 Gandhinagar Institute of Technology, Gujarat, INDIA

**PROJECTS**

**Tableau Personal Project (Analyzing COVID-19 Data)   
Technology: - .CSV, Tableau Server Online, Tableau Desktop**

* Making connection with **Tableau Server** and importing live data from the server to the **Tableau Desktop**.
* Participating and contributing, to Tableau Viz Connect community for creating dashboard for analyzing the COVID-19 live data by creating filters, sets and calculated fields.
* Earned 2 Badges from the Tableau as Tableau Consumer and Tableau Author.

**Tableau Personal Project (Historical Look at Decade for Unemployment Rate in Canada)**

**Technology: - .CSV, Tableau Public, Tableau Desktop**

**Link to my Profile:** [**Tableau Public**](https://public.tableau.com/profile/milan2912#!/)

* Created data repository file from the data available on StatsCan website of Government of Canada.
* Calculated, Visualized data, created story using animations and calculated fields function available in Tableau.
* Hosted the visualization on Tableau Public.

**CERTIFICATIONS**

Google Data Analytics Certificate (Issued by Coursera) Oct 2021 *– No Expiration*

AWS Cloud Practitioner Feb 2022 – Feb 2025

Microsoft Power Platform Fundamentals (PL-900) Aug 2022 *– No Expiration*

Microsoft Power Platform Functional Consultant Associate (PL-200) Jan 2023 – Jan 2025

Microsoft Dynamics 365 Functional Consultant Associate (MB-230) Jan 2024 – Jan 2025