Pavan Mani Deep Yaragani

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Career Objective:

Passionate for Power Platform & Dynamics CE. Aspired to work by taking up challenges, opportunities and use them to solve real time problems with classic analytic and logical thinking with expertise in Power Platform and Dynamics CE.

Professional Summary:

- Microsoft Certified Senior Developer with 9.7 years of overall experience mainly in Dynamics CE, Power Platform and other related Microsoft technologies. Over 3.5 years of hands on experience purely on Power Platform and over 9 years with Dynamics CRM, related Microsoft technologies.
- My expertise includes Dynamics CE, Power Platform and Azure which comprises programming experience in Power Platform, Power Apps, Power Automate, Power BI and Microsoft Dynamics CE till Dynamics 365 9.2 version in both Online & On-premises versions with hands on exposure on latest updates from Microsoft.
- Worked for Dynamics CRM gold partners.

Educational Qualifications:

- B. Tech in Electronics & Communication Engineering, G.V.P. College of Engineering, India, 2009-13, 76.51% aggregate.

- Intermediate (*MPC*), Narayana Jr. College, Vijayawada, 2007-09, 95.6 % aggregate.

- SSC Bhashyam public school, Vijayawada, 2007, 93% aggregate.

Technical Skill Set:

Programming Languages known	C, C#
Package Solutions	CRM 2011, 2013, 2015, 2016, Dynamics 365, Power Apps, Power Automate, PCF
Database	SQL Server, Azure SQL
Other language skills	JavaScript, Typescript, HTML, JSON
Domain related skills	Form programming, Web API, ODATA, CRM Web Services, Power Platform Custom connectors
Domain related tools	XRM Toolbox, SOAP UI, REST API, CI-CD Pipelines, KingswaysSoft SSIS Tool Kit
Debugging Skills	Debugging C# Plugin Code and JavaScript
ETL/Migration Tools	Fabric, SSIS, Power Query, Scribe Console, Scribe Workbench
Scripting tools	Windows Power shell
Reporting	SSRS, Power BI
Other Skills	Asp.net Web Services, WCF, Azure, REST API, Power Platform CLI
Cloud Providers	Azure, AWS
Source Control Tools	Azure DevOps, GitHub, Team Foundation Server
Encryption/Decryption Standards	PGP, GPG
IDE	Visual studio, Visual studio code
Operating Systems	Windows 10,11

Technical Trainings

> MS CRM 2013, .NET, SQL, Scribe Insights, Power Apps

Achievements

- Best Customer Success Technical Expertise Award for my contribution towards projects
- My Personal Power Platform Blog https://ecellorscrm.com/ ranked top 10 in Dynamics 365 Community.

Certifications

Power Platform Solution Architect Expert (PL-600)
Microsoft Licensing Specialist: Power Platform
Power Platform Developer Associate (PL-400)
Azure Developer Associate (AZ-204)
Dynamics 365 Core (MB-200)
Microsoft Dynamics 365 for Sales (MB2-717)
Microsoft Dynamics 365 Customization and Configuration (MB2-716)
Microsoft Dynamics Online Deployment (MB2-710)
Microsoft CRM 2015 Customization and Configuration (MB2-707)

Projects

01	Healthier SG Implementation for Ministry of Health, SingHealth
Client	Government of Singapore, SingHealth
Role	Developer
Organization	Total eBiz Solutions Pte Ltd
Duration	Nov 2022 – Till Date
Team Size	8

Description:

Healthier SG is an initiative from Ministry of Health, Singapore and different clusters to transform the Health Care Sector in Singapore and to help empower individuals to chart their journey towards better Health and to mainly relieve Health Care expenses to older Singaporeans.

Tools & Technologies used:

Model Driven Power Apps, Power Automate, Power BI, Azure Dev Ops, Plugins, C# Console applications, SSIS

Contribution:

- Developed Plugins, Actions, Custom API's for building the custom logic.
- Built complex functionality using Power Automate and Actions.
- Created multiple complex Reports and Dashboards with the help of Power BI and using out of the box dashboards available within Dynamics 365.
- Worked on Custom Pages, Ribbon Customizations, Client-Side Scripting
- Experimented use of Power Platform Pipelines feature
- Worked on integration with Dynamics 365 and third-party data ware house using SSIS
- Worked on encryption, decryption algorithms for file-based integrations and exposure working with Amazon S3, EC2

02	One Touch Implementation & Hyper Care
Client	Touch Home Care Services
Role	Developer
Organization	Total eBiz Solutions Pte Ltd
Duration	Aug 2022 - Nov 2022
Team Size	6

Description:

TOUCH Home Care is a leading elderly home care service provider. They provide affordable medical and non-medical home assistance services to eligible persons based out of Singapore. One Touch CRM System is developed to help the team monitor their daily activities, track the meal deliveries etc.

Tools & Technologies used:

Model Driven Power Apps, HTML, Client-Side Scripting, Plugins, Custom Workflows, Actions, Console Applications, Task Schedulers

Contribution:

- Worked on all the CRM Customizations like Plugins, JavaScript, HTML Web resources and other .Net Changes.
- Managing the deliverables and developing complex tasks in a timebound fashion

03	Singapore Cancer Society LEAP
Client	Singapore Cancer Society
Role	Developer
Organization	Hitachi Solutions India Pvt. Ltd.
Duration	July 2019 – Till Date
Team Size	2

Description:

LEAP CRM System will help Singapore Cancer Society's team to streamline their existing processes and keep track of various donations which comes to them from a wide variety of sources.

Tools & Technologies used:

Web services, Ribbon Customizations, Plugins, C# Console applications, Encryption Algorithms, D365 Customer Voice, Asp.net MVC, Azure

Contribution:

- Developed Plugins and Custom workflows and end to end customizations based on the requirements
- Extensively worked on the Model driven apps and involved in modifying the complex customizations.
- Azure Hosted custom portal development including front end, backend and deployment, maintenance
- Worked on Batch jobs with SMS integration to send SMS updates to cancer patients on their Appointments.
- Involved in Integrating the Dynamics CE application with 3rd party systems like DBS Bank Ideal portal and SAP
- LEAP system migration from legacy application to UCI
- Developed OOB Business process flows along with System and Custom Built SSRS Dashboards for all levels of business users in various departments from Finance, PSS to CEO.
- Involve in change requests of Dynamics Customer engagement online version 9.2 including encrypting the NRIC numbers of the individual records, work on the SharePoint document integration logic, develop file-based

integrations with DBS Bank & SAP system and assist in other development activities.
- Work on complex reports and developed new SSRS and RDLC reports. Resolve the issues reported by QA team.
- Work on various customizations including the modifying the code logic for C# Console applications, change the Business process flows and design new notifications as per the user requirements.

04	Café De Coral Loyalty CRM Implementation & Enhancements
Client	Café De Coral Ltd.
Role	Developer
Organization	Hitachi Solutions India Pvt. Ltd.
Duration	July 2019 – Till Date
Team Size	3

Description:
Café De Coral is fast food retail chain in Hongkong with multiple stores spread across the country. Loyalty Management (Dynamics CE) is used for tracking their orders and for their delivery.

Tools & Technologies used:
Web services, Ribbon Customizations, Plugins, C# Console applications, D365 On-premises, Asp.net MVC, REST API

Contribution:
- Developed Plugins and Custom workflows based on the requirements
- Write, modify code, develop console applications for Loyalty Processing for Café de Coral Fast Food chain group
- Unit test the logic developed in Dynamics 365 8.2 version and conduct User acceptance testing in the UAT environment.
- Resolve the issues reported in Production and implement new change requests acting as a Support Technical Consultant in the CDC project
- Extensively worked on REST API based integrations for Custom ASP Portal and for POS Integration
- Development work of Custom API based MVC portal
- Develop new API's based on client need.

05	POC Name: D365 – Finacle Integration
Client	Infosys Ltd. Internal
Role	Developer
Organization	Infosys Ltd.
Duration	April 2019 – May 2019
Team Size	3

POC Description:
This proof of concept is to demonstrate the feasibility in integrating the functionalities available in both the systems for seem less flow of business application data from Finacle to D365 CRM and vice versa.

Dynamics 365 and Finacle are two well-known CRM applications both known for their specific advantages in implementation of the solutions. Finacle is a core banking product developed by Infosys LTD.

Tools & Technologies used:
Web services, Ribbon Customizations, Plugins, C# Console applications

Contribution:
- Identify the field mappings between the two applications required
- Create console applications to contact Finacle Web services
- Add ribbon customizations to send information to Finacle system via a combination of JavaScript,

custom actions, and plugins.

06	Project Name: DHA
Client	Dubai Health Authority
Role	Developer
Organization	Infosys Ltd.
Duration	Jan 2019 – Mar 2019
Team Size	5

Project Description:

The Dubai Health Authority is a government organization overseeing the health system of Dubai, United Arab Emirates. This CRM Implementation project helps its employees to effectively handle Patients and route to respective doctors in a timely and efficient manner. CRM - GRP Integration helps to integrate this data with GRP System.

Tools & Technologies used:

Web services, Plugins, D365 Features

Contribution:

- Responsible for writing logic to retrieve data from Dynamics CRM and to send to GRP System via combination of plugins and SOAP calls.
- Exposure of different OOB Customizations newly introduced in Dynamics365.
- Fixed the different bugs reported by QA Team.
- Added dashboard customizations based on the requirements.
- Develop complex business process flows and business rules.

07	Project Name: AW – Blitz
Client	American Water Enterprise
Role	Developer
Organization	Infosys Ltd.
Duration	July 2017 – Jan 2019
Team Size	6

Project Description:

American Water is a public utility company operating in the United States and Canada proving water supply services to its customers. It offers utility services by protecting homeowners against unexpected home water supply repair costs. Dynamics CRM (MSCRM) is used to effectively handle customer as well as contractor related information and to track, record their various activities in CRM. This project mainly handles Service and Marketing modules.

Tools & Technologies used:

Plugins, SSIS, SSRS, Scribe Insights, JavaScript, WCF, Asp.net Web services, T-SQL, XML, AX Integrations, Ribbon Workbench, JIRA, TFS

Contribution:

- Responsible for developing as per the requirements and delivering in agile sprint methodology as per technical design documents.
- Developed Plugins for different requirements and replaced the existing workflows to improve the performance.
- Worked with CRM-AX Integrations, having good knowledge for developing jobs using Scribe Insights and configuring them as per requirements used for integration.

- Good exposure on queue-based message processing jobs for long running processes in Scribe insights.
- Developed SSIS Packages for retrieving the data from AX staging tables and comparing with the CRM Staging tables and displaying missing data between two systems in an excel report.
- Configuring SQL agent jobs for the SSIS packages to run on specific schedules.
- Creating SSRS reports as per the client needs and good at SQL server performance tuning for SQL queries used for SSRS Reports.
- Knowledge on WCF and ASP.net Web services used for integration to other systems.
- Involved in moving the REST based code to SOAP as per client requirements.

- Writing JavaScript code as necessary as per the requirements.
- Review the code of fellow developers in the team.
- Followed Test driven development standards when writing code.
- Involved in environment data refresh activities
- Developing and deploying solutions.

08	Project/Program Name: CCRM
Client	Microsoft
Role	Technical Analyst
Organization	HCL Technologies
Duration	Jan 2017 – May 2017
Team Size	4

Project Description:
ConnectedCRM is a MSIT service that offers a central Dynamics CRM solution for internal Microsoft groups which connect the business and disparate solutions through a common platform experience across the enterprise. Simplifies the way where applications can easily move to online, leading the way for business applications to move to online.

Tools & Technologies Used:
TFS, JavaScript, Azure

Contribution:
- Maintaining KB articles and training internal teams in Microsoft about Product
- Working with Product team for identified CRM Product bugs till closure
- Involved in Configuration, Deployment upgrades for the instances.
- Interacting with Microsoft's Clients to solve their issues and handling weekly status calls with respective application business stakeholders.
- Actively resolved the Production issues being reported by the Customers for the respective application.
- Knowledge on Azure portal and virtual machines

09	Project Name: CRITSIT (Critical Situation Management)
Client	Microsoft
Role	Developer
Organization	HCL Technologies
Duration	Mar 2016 – Dec 2016

Team Size	10

Project Description:

Microsoft CRITSIT is an incident management tool which was used to track CritSit's raised by its customers or MSFT Engineers (PFE) and CritSit Delivery Managers at different customer sites. These CritSit's come from different source systems where in it had lot of integrations with other partner systems. It was also used by CritSit Managers to log their labor. This project mainly deals with the Service Module in Dynamics CRM.

Tools & Technologies Used:

Web Forms, JavaScript, JSON, T-SQL, Windows Services, ODATA, Ribbon workbench, Site Map editor

Contribution:

- Added requirements to CritSit CRM, developing the application according to the requirements specified by Client
- Delivered a .net C# based windows forms application which was intended to be helpful while migrating the instance from older to new version of Dynamics CRM
- Hands on experience developing customizations using ODATA, Ribbon customizations using Ribbon Workbench, JavaScript, JSON, Workflows, Plugins, Site map editor
- Debugging plugins and JavaScript code (both in IE and visual studio)
- Designed and implemented stored procedures, views, and other application database code objects
- Actively involved in all phases from requirement gathering phase till go live of the requirements.
- Fixing JavaScript code issues which are reported

10	Project Name: WWLP (World Wide Licensing and Pricing)
Client	Microsoft
Role	Techno Functional Analyst
Organization	HCL Technologies
Duration	Mar 2015 – Feb 2016
Team Size	06

Tools & Technologies Used:

Fetch XML, Email router, Workflows

Project Description &Contribution:

- Microsoft Worldwide Licensing and Pricing is a Microsoft 'internal project which was used by the volume licensing specialists for their customers all over the world.
- This project is about the sales module.
- Worked on Entity customizations like setting relationships, OOB CRM customizations like Workflows and customizing the CRM 2013 sitemap, Entity relationships
- This was completely a Case management system which was used by the licensing specialists to track the license requests raised by other Microsoft customers
- Gained expertise at debugging JavaScript code in MS CRM
- Tested the complete functionality with CRM system and performed smoke tests after the deployment
- Configuring Email router and creating rules on mailboxes to route email messages accordingly.

- Worked on Fetch XML Reports developed as per the Technical Design document.

11	Project Name: TAP Program of Dynamics Marketing
Client	Microsoft
Role	Analyst
Organization	HCL Technologies
Duration	Dec 2014 – Jan 2015
Team Size	06

Project Description:

This project mainly deals with improving the features of the current version MIRA and suggesting on the enhancements for the new version of ELECTRA of Dynamics Marketing. The role of mine was functional and mainly concentrated on some new, worked on improvements of key features related to emails and campaigns along with testing all other features available.

The features of dynamics marketing module are directly included as part of Marketing module in Dynamics 365.

Tools & Technologies used:
Dynamics Marketing Electra & Mira Versions
Contribution:
BETA Testing of MIRA Version and Acceptance testing of the new version of ELECTRA of Dynamics Marketing

Personal Profile:

Full Name:	Yaragani Pavan Mani Deep
Fathers Name:	Yaragani Ramesh Babu
Date of Birth:	22nd Oct 1991
Sex:	Male
Nationality:	Indian
Hobbies:	Reading inspirational, personal mastery & other self-help books, Reading & Writing Tech blogs, Listening Music
Languages known:	English, Telugu
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Personal CRM Blog:	https://ecellorscrm. com/

Declaration:

I solemnly declare that all the above particulars are true, complete and correct to the best of my knowledge and belief.

Place: **Singapore**   **Pavan Mani Deep Y**