**Naresh**

**Email:** [**Inboxme.crm@gmail.com**](mailto:Inboxme.crm@gmail.com)

**Phone: 678-744-6017**

**SUMMARY:**

* 7+ years of Experience in developing business solutions using Microsoft Technologies like .NET, SQL Server and MS Dynamics CRM
* Professional experience as a .NET Developer in analysis, design and implementation of web based, windows based client-server applications in Microsoft technologies using ASP.NET, Web Services, Windows Services, and SQL Server
* Experience with Microsoft Dynamics CRM 2011,2015,2016, **Dynamics 365**
* Experience in deploying Plug-ins, Developing, Debugging, Java script extensions for CRM, and developed, designed and deployed Managed and Unmanaged Solutions.
* Experience with the Dynamics CRM SDK and Services (2013, 2015)
* Experience in developing applications on Microsoft Dynamics CRM by customizing entities, forms, views, workflows, dashboards and reports, and Data migration using SSIS
* Extensive experience in ASP.Net, C#, VB.Net, ADO.Net, Web Services, Windows Services, WCF Services, WPF, XML, HTML, Text Editor, VBScript, JavaScript, jQuery, ASP.Net MVC, SQL Server 2008/2012, Visual Studio 2010/2012/2015
* Expertise in implementing Object Oriented Programming (OOPS) Concepts including Inheritance, Abstraction, Encapsulation and Polymorphism
* Used Ajax, CSS, JavaScript and Bootstrap for the front-end web development.
* Experience in deployment of business applications in Azure, IIS
* Worked experience on the source control software packages like Team foundation Server (TFS), and GIT
* Good Knowledge in understanding and implementation in all steps of **Software Development Life Cycle (SDLC)** for Application development in ColdFusion.
* Knowledge CRM 2016 features like Project Service, Field Service, Customer Self Service Portal and Analytics Feature etc.
* Developed 25+ plugins and 20+ custom workflow activities
* Microsoft Dynamics CRM Integration with Marketo, Twilio, Foxy Cart by using REST API
* Migrated & Integrated Microsoft Dynamics MSCRM System for entities like Products, Customers, Contacts, Sales Orders using third party software(s) like KingswaySoft
* Generated report using SSRS and customized Dashboard using Report Builder and BIDS,
* and Knowledge with MS Dynamics AX Integration and Angular JS, Angular 2.
* Excellent experience on SQL server 2005 & 2008, and Familiar with SharePoint architecture.
* Developed the web pages using HTML, CSS, ColdFusion, JavaScript and Ajax.
* Experience in implementing JavaScript for client-side validations, worked with .Net 3.5/4.0/4.5/4.6 frame works
* Extended Dynamics 365 with Power Apps and features like Office 365, IoT, Machine Learning, Power BI (Integration).
* Used pre and post Images during Plugin Execution Phases for various complex Plugins
* Developed Multiple Custom Plugins\Workflow Activities to perform CRUD operations in both Synchronous and Asynchronous ways and registered steps using Plugin Registration tool
* Experience in writing Plugins in C# Language, JavaScript using Visual Studio 2012/2015 and also deployed XRM solution on foundation of Dynamics 365 for Extendibility of CRM platform (Enhanced automation, Quicker deployments, Integration etc.).
* Have Ability to gather requirements for software design
* Have Excellent communication and interpersonal skills  
  Exceptional ability to learn new technologies and to deliver outputs in short deadlines
* Worked extensively with Iterative Agile Methodologies (SCRUM)

**TECHNICAL SKILLS:**

**Languages**: C, C++, C#, VB.NET, Java.

**Version Control Tools:** TFS, GIT

**Database:** SQL Server 2005/ 2008/2014 DB2, TOAD Oracle.

**.Net Technologies:** Asp.net (4.6/4.5/4.0/3.5), Web Forms, Web Services, RESTful Web

Services, Ajax, ADO.net, LINQ, WCF, MVC.

**Tools:** Visual Studio 2008/2010/2012/2015, MS Dynamics CRM

2011/2013/2015, SQL Enterprise Manager, SQL Query Analyzer, TOAD,

JIRA

**Web Technologies:** HTML, JavaScript, CSS, XML, WSDL, SOAP, JSON, jQuery, CSS, Angular JS,

Angular 2

**EDUCATION:**

Bachelors of Technology in Computer Science & Engineering, JNTU - Hyderabad, India.

**PROFESSIONAL EXPERIENCE:**

**Park Place Technologies, Cleveland, OH. Feb 2017 – Present**

**Microsoft Dynamic CRM Developer**

**Responsibilities:**

* Interacting with Business Analysts to Understand the Customer Requirement.
* Involved in Requirement Gathering, Analysis and Project Planning.
* Manage and Supervise Team Members.
* Able to work on multiple projects and initiatives with different/competing timelines and demand.
* Created Organizations, Business Units, Groups and their Relationships.
* Created Custom Entities, Custom Attributes Based on their Requirements.
* Worked on setting up relationship between System & Custom entities.
* Design and Develop Custom Activities.
* Implementation of custom MS Dynamics CRM 365 plug-ins and workflows.
* Customize and Configure CRM Environment and Assist in Deployment Activities.
* Form Customizations Using JavaScript.
* Worked on requirement gathering for CRM migration (CRM 2011 to **Dynamics 365** 2016)
* Worked on MS Dynamics CRM 2016 Online on Field Services and Project Services.
* Responsible for preparing Functional Specification Documentation.
* Develop plug-ins to synchronize/update payment details to CRM system.
* Provided specialized direction to the team and took part in a several sessions of code survey
* Work with limited direction, usually within a complex environment, to drive delivery of solutions and meet service levels.
* Participated in modifying and changing the architecture of the original Student Retention application.
* Wrote, debugged and deployed plug-ins using Visual Studio and C# to coordinate the student and program entities.
* Used MS Dynamics CRM SDK , WCF,XRM and LINQ to interact with data from the CRM system
* Integrated SQL Server 2012 with CRM using SQL Stored Procedures , Functions, Triggers, and Importing /Exporting data from legacy data sources using SSIS .
* Developed dynamic reports using CRM reporting interface and SSRS SQL 2008 R2 engine.
* Developed Main view and Single view Dashboards as an extension of Dynamics CRM .
* Developed Duplicate detection rules to prevent Duplication in Cross entities .
* Coordinated geographically distributed Team Onshore/Offshore Model to expedite custom solutions and testing.

**Environment:** Microsoft Dynamics CRM 2016, Dynamic 365, Custom Entity, USD, JavaScript, JQuery, ASP.NET MVC 5.0, CRM SDK, Microsoft .NET 4.0, C#, WCF, SQL Server 2012, Web API 2, LINQ, SSIS,SSRS SQL 2008 R2 engine, Visual studio 2013.

|  |
| --- |
| **East West Bank, Los Angeles, CA. Dec 2015 – Jan 2017**  **Microsoft Dynamic CRM Developer** |
|  |
|  |
|  |
| The applicant and participant services (certification) functional area is intended to support application processing and certification of WIC participants. WIC certification involves capturing relevant demographic, income, health-related, and reference data on applicants and participants in WIC. Web based application designed to provide a single access point for viewing and maintaining account information formerly drawn from four separate systems. |

**Responsibilities:**

* Worked on project-based directives for client CRM environments.
* Conducted production environment developments, custom developments and reporting projects.
* Performed troubleshooting of client CRM issues and maintained documentation of all reported issues.
* Creating the models, views and controllers using ASP.NET, C#.NET.
* Extensively worked on User Interface (views) using CSS, HTML, AJAX, Java Script, JQuery.
* Delivered effective CRM solutions by creating and using design specifications, test scenarios and associated documentation.
* Used Agile methodology to implement the application.
* Worked on Maintenance of database-backed websites.
* Developed and tested MS Dynamics CRM client side programming using (JavaScript / JSON / jQuery / HTML) using the Microsoft Dynamics CRM Customization SDK Tool Kit.
* Developed Business Logic layer by implementing Object Oriented Programming Language (OOPs) features like Inheritance, Polymorphism, Abstraction and Encapsulation in VB.NET.
* Used Data tables and jQuery validations plugins for client side operations.
* Responsible for code merging using Microsoft Team Foundation Server (TFS) and for other source code maintenance needs.
* Used Pre and Post Images during Plugin Execution Phases for various complex Plugins.
* Used Plugin to throw custom Business Process Flows errors to cancel user transaction Extensive experience in developing Custom Plugins using Plugin Context, Organization Context, Retrieve Multiple, Retrieve, Associate, Disassociate.
* Developed SSRS reports in Accounts payable module.
* Developed SSRS reports in Inventory and warehouse management.
* Developed multiple HTML and Asp.Net web pages and integrated with CRM 4.0.

**Environment:** MSCRM 2011 On-Premises Deployment, C#, Plugin Registrations Tools, XRM Toolkit, Visual Studio .NET 2010, ADO.NET, ASP.NET 3.0, Master Pages, SSRS Reports, HTML, JavaScript, SQL Server 2008 and Transact-SQL, Web Services.

**Fannie Mae, Herndon, VA Sep 2014 – Nov 2015**

**Microsoft Dynamics CRM/.Net Developer**

Fannie Mae is leading source of financing for Mortgage lenders, Providing access to affordable Mortgage financing in all markets at all times. Fannie Mae build highly customized applications to solve business challenges through Automation, simplification and technology. Fannie Mae partner with the customers to design, Prototype and develop customized business tools. Fannie Mae imagine and create utility Applications that serve the needs of SFA and Fannie Mae. Fannie Mae experiment with new Technologies and ideas to pave the way for the future.

**Responsibilities:**

* Performed customizations and configuration of Microsoft Dynamics CRM 2011
* Worked on Microsoft Dynamics CRM Integration with Marketo, Twilio, Foxy Cart.
* Built 15+ Plugin and 10+ custom workflows.
* Developed and implemented custom programming as required by business processes
* Maintained the health of the CRM environment keeping aware of current patches, versions and
* Built Custom reports using SSRS.
* Developed the procedural code using ASP.NET, VB.NET, HTML, Ajax and JavaScript using Visual Studio
* Involved in Administration and Maintenance for Dynamics CRM 2016
* Ensured that CRM applications meet corporate objectives, fulfill end-user requirements, and identified and resolved business requirements issues.
* Install, configure, maintain and upgrade MS CRM Software.
* Collaborate with Business Systems Analysts, other developers, and system owners in the testing of new CRM programs and applications.
* Worked on CRM Integration with Great Plains (GP) for accounting department.
* Consumed Web API from ASP.Net MVC application using Http client.
* Assisted in the creation of long-term strategic goals for achieving and maintaining high data quality in conjunction with CRM users, department managers, & other key stakeholders.
* Ensured that any new software CRM integration into company systems meets functional requirements, system compliance, and interface specifications.
* Conducted research on new and emerging CRM technologies or technologies that can be leveraged through existing CRM investments.
* Devise, coordinate, and conduct data-cleansing initiatives to purge and eliminate corrupt or redundant information from CRM database.
* Built custom reporting and dashboards specific to task.
* Created and maintained data integration & Unit Testing.
* Worked with IT to establish back-up systems for DR.
* Worked with other executives that sets the company’s strategic direction
* Ensured implementation and refinement as required of formal process to support the product.

**Environment:** MSCRM 2015 & 2016, On-Premises Deployment, Internet Information Services (IIS), C#, Plugin Registrations Tools, XRM Toolkit, Team Foundation Server, Visual Studio, SSIS ETL Tools, ADO.NET, ASP.NET 4.0, Report Builder 3.0, SSRS Reports, HTML, JavaScript, SQL Server 2012 and Transact-SQL, Web Services.

|  |
| --- |
| **USDA, Washington D.C. Jan 2013 – Aug 2014**  **Microsoft Dynamics CRM Developer**  The United States Department of Agriculture (USDA) Food Safety and Inspection Service (FSIS) ensures that the nation's commercial supply of meat, poultry, and egg products are Safe, wholesome, and correctly labeled and packaged, as required by federal law. The Public Health Information System (PHIS) is a web-based software application that integrates and Streamlines scheduling, assigning, tracking, and documentation for FSIS’ tasks including import domestic production inspections, Management, and predictive analytics. PHIS replaced several legacy client-server applications and has automated multiple paper and Email-based processes. The PHIS Implementation Project has been divided into common business communities to define the team and affected primary users. The business communities are Domestic, Import, Lab Sampling, State, Predictive Analytics and with this release Export. |

**Responsibilities:**

* Migrated & Integrated Microsoft Dynamics MSCRM System for entities like Products, Customers, Contacts, Sales Orders using third party software(s) like KingswaySoft.
* Integrated SharePoint and other web applications with MS CRM by using IFrame and MS CRM Web Services.
* Customized MS Dynamics CRM 2013 application based on the business requirement.
* Created several client-side extensions using JavaScript, CSS and HTML.
* Gathered requirements, involved in design/development/testing and documentation of various CRM/.Net. /MS Dynamics tasks.
* Integrated with SSRS to support reporting, data analysis, and business planning.
* Configuration of MS Dynamics CRM with Microsoft Outlook 2013.
* Involved in writing Web resources using Jscript and plugin code.
* Worked on all the new Out of Box features like Business Rules, Business Process flows, Synchronous Workflows etc. in MS CRM 2015.
* Generated Sales Reports for statistical analysis of data at user level using SSRS and Fetch XML.
* Extensively used Kingsway Soft ETL tool for migrating data from various data sources in to CRM.
* Provided server requirements for CRM 2016 On Premise.
* Worked in customizing Microsoft Dynamics Solutions to enhance operational and business processes by building Workflow and Dialogue processes, creating Entities, Attributes, Entity relationships, Views and Forms.
* Worked in Agile environment.
* Used SSIS Import data into the system using multiple sources.

**Environment:** CRM Dynamics 2016/2015(online)/2013(On premise), SQL server-2008/2012, Plugin Registrations Tools,XRM Toolkit, SSRS Reports, HTML, JavaScript, SQL Server 2012, Visual Studio .NET 2012 and web services.

|  |
| --- |
| **Verscend Healthcare, Richmond, VA. Nov 2011 – Dec 2012** |
| **.NET/MSCRM Developer** |
| Verscend builds a smarter healthcare ecosystem using data analytics eliminating fraud, waste, and abuse; guiding population health management with data-driven insights; improving revenue cycles for clients; or re-envisioning support systems for new models of healthcare delivery. |

**Responsibilities**:

* Extensively Worked on Attributes/Entity/Form/View/Ribbons/Sitemaps Customizations and written Client side scripts using Java Scripts.
* Created and developed Microsoft Dynamics CRM Custom Web Pages to plug into out-of-the box MS CRM Solution using HTML.
* Integrated Web application with MSCRM by using Iframe and MS CRM Web Services.
* Gathered requirements, involved in design/development/testing and documentation of various CRM/.Net/MS Dynamics tasks.
* Automated Workflow Configuration, Customization and implementation.
* Designed Plugin to generate Account Number\ Contact Number on create of new record.
* Created MS CRM Plugins and Work flow assembly based on requirements from Sales and Marketing department.
* Extensively used Ribbon Work Bench editor for ribbon customizations throughout the project.
* Migrated Lotus Notes to MSCRM System for entities like Products, Customers, Contacts, Sales Orders, Invoices using third party software(s) like Kingsway Soft.
* Enhanced and developed Business Process Flows as per the client needs.
* Generated Sales Reports for statistical analysis of data at user level using SSRS.
* Analyzed, developed and integrated custom dashboard’s.
* Provided end-users training for CRM system with post deployment support.
* Extensively used XRM Tool Kit for customizing Site Maps, Bulk Record Updates, Bulk Workflow Execution and so on.
* Prepared Sprint Backlogs and Scrum charts which includes task assignment, providing estimates, setting up delivery dates and conducted scrum meetings as when needed.
* Participated in requirements analysis, solution architecture, designing of databases, development of application and deployment of solutions.
* Analyzed high level needs and scope documents for prospective customers.
* Used SSIS Import data into the system using multiple sources.
* Developed Fetch XML based custom reports for CRM users.
* Extensively used Kingsway Soft ETL tool for migrating data from various data sources in to CRM.
* Extensively used Bulk Deletion tools for data processing.
* Extensively used Synchronous and Asynchronous Plugins and Workflow activities for various CRM activities during development phase.
* Used SSRS create reports in the system to provide accurate data for business decision making.
* Provided guidance with support for clients and internal consultants to utilize CRM System.
* Wrote at least 30+ Plug-ins that triggers after all DML activities on database. Extensively used Plugin Profiler for debugging Plugins during development phases.

**Environment:** MSCRM 2011\2013 On-Premises Deployment, C#, Plugin Registrations Tools, XRM Toolkit, Visual Studio .NET 2010, ADO.NET, ASP.NET 3.5, Kingsway Soft, SSIS ETL Tools, Master Pages, SSRS Reports, HTML, JavaScript, SQL Server 2012 and Transact-SQL, Web Services.

|  |
| --- |
| **BroadRays IT Solutions, Hyderabad, India. Dec 2010 – Oct 2011** |
| **.Net/MSCRM Developer** |
| This project CIMS (Complaints and Inspection Management System) is deals with registering the  complaints in regard to the plumbing, sanitary, roads, network, food stalls, canteens and many  more. After the complaint being raised to take the necessary action we have time bound workflow management system. System has some services running at the server for the process. The complainant can check the status of his complaint at any time. This is an intranet project with web services. |

**Responsibilities:**

* Gathered end-user’s business requirements and translated them into CRM Application Functions using Web Pages/Win Forms with C# 3.0.
* Created and developed Microsoft Dynamics CRM Custom Web Pages (callout, workflows, data migration, email integration, new web forms, sitemap) to plug into out-of-the box MS CRM Solution.
* Developed processes for Real time integration between CRM and Fusion system and vice versa using.
* Prepared cost/benefit analysis of alternative solutions.
* Prepared Sprint Backlogs and Scrum charts which includes Task Assignment, Providing Estimates, setting up delivery dates and conducted scrum meetings as when needed.
* Analyzed, developed and integrated Custom Dashboard’s for Loans and Customer Service Management.
* Developed custom CRM Web Application Systems by using C#, SQL Server for supporting end user’s operations of small and medium businesses.
* Developed MS CRM 4.0 plug in and work flow assembly to support accounting and customer services business process for system integrator client.
* Integrated Web application with MS CRM by using Iframe and MS CRM Web Services.
* Developed Multiple Presentation Layers with several Graphical User Interfaces using Web Forms, VB.NET 2010/2008, C#.NET.
* Developed several Navigation Menus, Toolbar Controls, navigation bar items using CSS, JavaScript.
* Provided guidance with support for clients and internal consultants to utilize CRM System.
* Gathered requirements, involved in design/development/testing and documentation of various CRM/.Net. /MS Dynamics tasks.
* Analyzed high level needs and scope documents for prospective customers.
* Submitted work orders with time and cost estimates.
* Automated Workflow construction, customization and implementation.
* Extensively Worked on Entity/Form/View Customizations and written Client-Side scripts using Java Scripts.
* Extensively consumed Microsoft CRM Web Services.
* Wrote Plug-ins that triggers after all DML activities on database. Extensively used Plugin Profiler for debugging Plugins during development phases.

**Environment:** MSCRM 4.0 On-Premises Deployment, C#, Plugin Registrations Tools, XRM Toolkit, Visual Studio .NET 2008, ADO.NET, ASP.NET 3.0, Master Pages, SSRS Reports, HTML, JavaScript, SQL Server 2008 and Transact-SQL, Web Services.