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**Summary:**

* **Over 7+ years of professional experience in analysis, design, Development and implementation** of client / server and web based application using **C# and ASP.NET with Microsoft Dynamics CRM (2016/2015/2013).**
* Extensive experience in developing dynamic web-based Client-Server applications, Multi-tier and Distributed architectures using Microsoft.Net related Technologies such as **C#.Net, VB.net, ASP.net, ADO.net, AJAX, JavaScript, WCF, JQuery& HTML.**
* Experience in developing **plug-ins, workflows, custom workflows and integrating CRM with**
* Experience in customizing entities, views, ribbons, sitemap, business rules, business process flows and security roles.
* Experience integrating CRM with Outlook and Email Router
* Experience in developing User Interface using ASP.Net and combination from end technologies using **HTML/HTML5, CSS/CSS3 and Java Script.**
* Worked on Application development using **.NET framework 3.5/ 4.0/ 4.5**
* Experience with Designing Databases and Programming Database objects for **SQL Server** such as SQL Stored Procedures, Functions, Triggers, and Importing/Exporting data from varied data source
* Developed reports using **Power BI**, **SSRS(SQL server reporting services) Tool. Used SQL query based and XML based datasets.**
* Utilized methodologies such as Agile, waterfall and scrum along with SDLC implementations.
* Strong analytical, problem-solving, and inter-personal skills with excellent written and verbal communication skills

**Education:**

* Bachelor’s degree From Computers in Information Technology, JNTU,INDIA(2004-08)

**Certification**:

* Microsoft Dynamics CRM 2013 - Customization and configuration (**MB2-703**)
* Microsoft .NET framework 3.5 – Application development foundation (**70-536**)

**Technical Skills**:

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| --- | --- |
| **CRM Software** | Microsoft Dynamics CRM 2013,2015,2016 |
| **.NET Technologies& Programming Languages** | C#.NET, ASP.Net,VB.Net(4x),Web Services, WPF, WCF, ADO.NET |
| **Web Technologies** | ASP, XML, HTML, XML, CSS, JavaScript, JQuery |
| **Databases** | MS SQL Server 2014/2012/2008 R2/2008 |
| **Web/App Servers** | MS-IIS |
| **Other tools** | Visual Studio 2010/2012/2013/2015,Dataloader, Scribe Insight, Ribbon workbench, XRM toolbox, CRM OData Query designer. |
| **Reporting Tools** | SSRS and Crystal Reports |
| **Project Methodology** | Scrum, Agile |

**Professional Experience:**

**Microsoft, Seattle, WA Jan 16 to till date**

**Dynamic CRM Consultant**

**Description:**  Microsoft Dynamics CRM 2016 online version was implemented for different clients of Microsoft from their campus in Seattle.

**Responsibilities**

* Worked on different projects at the same time implementing latest version of dynamics CRM 2016.
* Migrated data from CRM 2015 to 2016.
* Customization of forms using Business Rule and JavaScript
* Developed Plugin and Custom Workflows.
* Worked on latest tools (**Data Loader, Knowledge based article, Microsoft Flow**)
* Generating reports using **Power BI and SSRS**.
* Played the role of business function Analysts, by creating the technical documents based on the requirements of the client and distributing the work to off shore team
* Created multiple custom entities based on the client requirement. Created users and assigned them roles
* Created Custom application for migrating Data.
* Managing offshore teams by scheduling call and coordinating with them to finish the task.
* Currently using Agile methodology.

**Environment:** Microsoft Dynamics CRM 2016, MS Dynamics CRM SDK, Power BI, Asp.net, C#.Net, Visual Studio 2015, SDK, IIS, Data Loader,JavaScript, HTML, XML, MS Outlook, SSRS, Ajax, Ribbon workbench, XRM toolbox

**Coldwell Banker’s, Madison, NJ Oct14 to Dec 15**

**Dynamic CRM Consultant**

**Description: Coldwell Banker’s** is one of the largest organizations in real estate field. It deals with every kind of property deals, which involve storing details of properties on a large scale. MS Dynamics CRM was implemented for their New Jersey office. For managing the various clients, MS CRM was implemented at **Online**

**Responsibilities:**

* Developed plug-ins, created workflow activities consumed MS Dynamics CRM web services using CRM SDK and configured the integration of MS Dynamics CRM with existing website.
* Worked with business analysts, MS Dynamics CRM support analysts and users to evolve MS Dynamics CRM features and functionality.
* Created custom entities and attributes to meet business requirements
* Used MS Dynamics CRM 2015 to customize system components such as **forms, views, entities, attributes, relationship**s, and entity mappings according to entities in real estate domain.
* Customized CRM forms using JavaScript
* Implemented security policies within the organization using **MS CRM Security Roles, teams and Business Units.**
* Created and maintained technical documentation relating to the system design of CRM and other applications under the responsibility of the MS Dynamics CRM Applications Team.
* Identified new working methods and led initiatives to improve the level of service provided by the team to both the business and other IT support teams
* Carried out daily checks on high risk areas of the application during implementation and deployment phase
* Involved in sprint and capacity planning
* Providing technical support and completing ongoing software changes to Microsoft Dynamics CRM application

**Environment:** Microsoft Dynamics CRM 2015, MS Dynamics CRM SDK, Asp.net, C#.Net, Visual Studio, SDK, IIS, JavaScript, HTML, XML, MS Outlook, SQL Server 2012, SSRS, Ajax, Ribbon workbench, XRM toolbox, CRM OData Query designer.

**Related INC. NYC, NY Aug 13 to Sep14**

**Dynamic CRM Consultant**

**Description: Related INC.** owns and operates a premier portfolio of high quality assets valued at over $15 billion, consisting of a diversified mix of real estate properties. Their portfolio includes 19 luxury rental buildings with approximately 4,700 units, 18 retail assets totaling more than 3.5 million square feet, and approximately 13,000 affordable housing apartments located throughout the United States.

**Responsibilities:**

* Analyzed the client CRM business application to achieve and maintain high performance.
* Built out of box solution for fetch XML based custom reports.
* Installed **CRM OnLine** and created development environment for client’s further Business modifications.
* Installed and integrated MSCRM Outlook client.
* Develop custom reports in **SSRS** and attach it with Dynamics CRM.
* Tested workflows and did troubleshooting for automatic and on demand workflows.
* Created charts and user interactive dashboards with drilldown filters for marketing department.
* Configured CRM connectors/adapter to third party marketing tool.
* Integrated data from testing environment into development environment using scribe.
* Modified the **RibbonXML and Sitemap**.
* Configured duplicate detection rules and merged the duplicate 360 contact records to keep data clean.
* Increased the limit of exported excel from 10k records to fetch the dynamic data available in the advanced view by changing the sql query in excel.
* Provided technical support to CRM Users via Email and telephone.

**Environment:**Microsoft CRM 2011, Microsoft Outlook, Scribe, Visual Studio, C#, Asp.net, JavaScript, XML, HTML, WCF, MS SQL Server 2008, TFS, Exact Target, Silverlight.

**KwikCall Inc,Brooklyn, NY Mar 12 to Jul 13**

**Dynamic CRM Consultant**

**Description:** KwikCall provides automated calling solutions for organizations across US and Canada. It also ranks among top 5 in its category of business. It provides two services namely Group call and appointment reminder which requires dealing with several clients on daily basis. For achieving this purpose MS CRM was implemented at dedicated environment at their offices based in NY, which was used by sales, marketing and management teams.

**Responsibilities:**

* Work with CRM Business Analysts, CRM Support Analyst, and Department Staff to evolve MSCRM features and functionality.
* Configure Custom Entities, Custom attributes and Forms to support changing business needs.
* Create**Roles, Users, Teams and Groups** with various access features to implement security of data.
* Develop Custom .net formsusingAsp.netandIntegrations when requirements may not be met through configuration.
* Configure and Develop Plug-insandCustom Workflow ActivitiesinC#.netconsuming CRM Web Services using CRM SDK and ensure that processes will work efficiently and will conform to IT standards.
* Customize Microsoft Dynamics **CRM** interfaces using JavaScript and also for client side data validation and changing UI**.**
* Develop custom reports in SSRS and attach it with Dynamics CRM.
* Document and track all MSCRM changes consistent with IT policy and procedure.
* Recommend and establish new software development, testing and documentation standards for the CRM system and follow agreed change control procedures.
* Work effectively with management to clarify needs and plan delivery of major product changes, future versions, and new products.

**Environment:**Microsoft Dynamics CRM 2011. **OnLine**s (MS Outlook and Web Interface), CRM SDK 4.0, C#, Asp.net, IIS, JavaScript, Visual Source Safe, SQL Server, SSRS,Ribbon workbench, XRM toolbox, CRM OData Query designer

**Medscribe Communication, Chennai, India Sep 10 to Feb12**

**.Net Developer**

**Description: Electronic Prescription (e – prescription)**A prescribe ability to electronically send an accurate, error-free and understandable prescription directly to a pharmacy from the point-of-care - is an important element in improving the quality of patient care The inclusion of electronic prescribing in the Medicare Modernization Act (MMA). Transactions between prescribes (who write prescriptions) and dispensers (who fill prescriptions) for new prescriptions; refill requests and responses; prescription change requests and responses; prescription cancellation, request and response; and related messaging and administrative transactions

**Responsibilities:**

* Understanding and analyzing the client’s requirement
* Design and Developing UI look and feel of the Application in windows application
* Developed Design document using VISIO, Designing web pages with Tools of .**Net 3.5 by** usingC**#** language.
* Generation of Reports of every Module using **SSRS**
* Designed and created databases, tables, views and indexes
* Writing Stored Procedures, functions, views to perform several database level operations
* Launched the application using Web Services
* Responsible for implementing change requests
* Responsible for database backup using **DTS**
* Worked on UAT and Testing Team, QA and Writing test cases and Test Plans
* Supported the different project which involves transferring data from **SQL server 2008** to MS Access

**Environment:.**Net 3.5, Sql Server 2008 with ASP.net with C# and HTML, UAT, CSS**,** Mercury Quality Center, AJAX, SSRS**,**Winforms, Dev Express, T-Sql, XML, Web services, Windows Services

**Deloitte,Hyd, India Jul08 to Sep10**

**.Net Developer**

**Description: Convenient Payment (GovTeller)** is a leading provider of end-to-end payment solutions and transactions for high frequency, multi-unit retailers and government agencies. It provides services through GovTeller which provides a secure and time efficient online payment method of your local, county and state government taxes/fees and GovTeller Card Servicesengine which offers a low-cost high speed Internet gateway that gives a constant, uninterrupted connection for processing services.

**Responsibilities:**

* Created simple to complex report and transaction results queries
* Fixed SQL queries performance issues using SQL profiler and query analyzer
* Worked with different vendor’s data and loading into SQl server tables
* Designed and created databases, tables, views and indexes
* Created new stored procedures, functions and triggers
* Designed the BOL applications with team collaboration.
* Launched the application using Web Services.
* Created data load packages using SSIS
* Supported SQL server that has thousands of transaction every day
* Created ad-hoc queries to load data from multiple database and tables to output data files
* Developing Crystal Reports
* Performed Unit Testing
* Responsible for implementing change requests
* Used Visual SourceSafe as source control tool

**Environment:**SQL Server 7.0,2000,2005, Crystal Reports, Windows XP, Windows 2003, Visual Source Safe and VSS 2005. Visual Studio 2005, 2008, SQL Server2008, Visual Source Safe 6.0, C#,

MS Visio and Windows Server 2008