**Sai Krishna Reddy Varala**

**816-689-9244**

[**vkreddy816@gmail.com**](mailto:vkreddy816@gmail.com)

**Summary of Qualifications:**

* 6+ years of Experience in Microsoft Dynamics CRM, Digital Marketing and Business Development business solutions using Microsoft Technologies like **.NET, MS Dynamics CRM and SQL Server.**
* Hands on experience on Dynamics CRM forms customization using JavaScript and integration of CRM with other web/windows applications.
* Demonstrates excellent grasp on CRM application, domain, industry and related domains. Able to guidecustomers towards cost-effective solutions, a multi-phase roadmap to allow customers to take long-term advantage of their investments in CRM solutions.
* Experience in developing multi-tiered and distributed architectures using .NET related technologies such as **C#, ASP.Net, ADO.Net, AJAX, JavaScript, WCF, SOAP and XML Web Services.**
* Expertise in Database Systems, **T-SQL queries**, Stored Procedures using **SQL Server**.
* Experienced in implementing using Agile scrum methodologies.
* Experience in Microsoft Dynamics CRM Data integration towards import/export of data using SSIS and custom application development.
* Have good experience of **SSRS** (SQL Server Reporting Services) and **SSIS** (SQL Server IntegrationServices), Dashboard customization with complex charts built from SSRS.
* Experience in developing complex applications on **Microsoft Dynamics CRM** platform with **customization of entities, and JavaScript.**
* Experience in developing of custom **WCF web services, dialog based workflows, plug-ins and integrating custom web pages into CRM.**
* Experience in use of web services and interacting with MS CRM database through the use of web service methods.
* Experience on CRM integration with **SharePoint, Outlook client, MS Office and other systems.**
* Hands on knowledge of implementing and maintaining access controls and permission in CRM based on roles and access conditions.
* Experience in converting client requirements and functional specifications to technical design with effort estimation.
* Experienced in **Angular JS, JQuery, and JQuery UI** for client side programming.
* Experience in building rich web experiences using **JavaScript** and **Silverlight**.
* Hands-on experiences in developing Web/Windows applications using **C#, ASP.net, ADO.net, SQL Server** and **.Net Framework 3.5/4.0** with strong knowledge of Object-Oriented concepts.
* Good knowledge of Microsoft IIS 7.0/8.0.
* Expertise in Database Systems, SQL, and Stored Procedure.
* Good knowledge of Web Development skills like **HTML, CSS, AJAX, XML, JQuery, JavaScript** and **Visual Studio.**
* Strong ability to understand Business & System Requirement, Use Cases, Design, Architecture documents and well versed with RDBMS both SQL Server and Oracle concepts and hands on experience with writing complex **T-SQL, PL/SQL queries** with/without using the client tools TOAD, **SQL Management Studio.**
* Extensive knowledge in entire Software Development Life Cycle, Business Requirements Analysis, Design, Development and testing.
* Good analytical, communication skills and ability to work independently and also perform as part of a team.
* Customer oriented, highly versatile, innovative, excellent interpersonal and communication skills. Creative and results driven with diversified experience in all aspects of testing.

**Technical Skills:**

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| --- | --- |
| ERP Technologies: | Microsoft Dynamics CRM 2015, 2011 and 2013. |
| Other Technologies: | HTML, CSS, PHP, Java Script, JQuery, XML, XAML, Fetch, .Net |
| Technologies: | MS Visual Studio 2010 & 2012, Eclipse, MS office |
| Programming Language: | C#.NET, ASP.NET, MVC, VB.NET |
| SQL Server | WCF, WPF, SSRS, SSIS, SSAS and SQL Server Data Tools |
| Data Base: | MS SQL Server 2012/2010/2008. |

**Professional Experience:**

**Technomile, Virginia Jan 2017 toPresent**

**Role: Sr. MS Dynamics CRM Developer**

**Responsibilities:**

* Understood the functionalities in **Salesforce CRM**which was using by customer and converted them into **MS Dynamics CRM 365**
* Implemented Agile(SCRUM) methodology, involved in sprint planning
* Created custom entities and created fields, views, forms as per requirement
* Data extracted from Salesforce into excel work sheets is imported into MS Dynamics CRM by using Import wizard
* Developed a Console application by using **C#.Net**to import Attachments into MS Dynamics CRM which are extracted from Salesforce
* Created CRM **reports** as per reports in Salesforce and compared them
* Created **workflows** for Auto Numbering in some custom entities by using a custom entity
* Created workflows for scheduling the Task which need to happen after every 24 hours
* Created a new **Business Process Flow** in Opportunity entity and published it as default as per requirement
* Created a On demand workflow to enable the new Business Process Flow on the Opportunity form
* All custom components are tested and then deployed into Production instance
* Customize the sitemap as per requirement by using XRM toolbox
* Added new buttons on Opportunity form by using Ribbon Workbench and wrote a JavaScript to retrieve data from third party application whenever we click on that created button
* Developed JavaScript files to enable/disable fields and also hide/unhide the fields on changing the values of other fields
* Created **Plugins** to retrieve data from third party applications by using **WebAPI** call by using unique Opportunity IDs
* Created relationships between Opportunity Entity and some custom entities to create the Sub Grids of the custom entities on Opportunity form
* Created Workflows for sending/receiving emails when records are created in Account and Opportunity entity and also when owner of a record is changed
* Changed the default landing page to my open Opportunities
* Enable Auditing for custom fields in Opportunity entity to show the old values and updated values of fields respectively
* Developed a **Plugin** to retrieve data from other application by using **WebAPI** call into the custom entities which we created in MS Dynamics CRM
* Developed a JavaScript to read data from custom entities and displaying on Opportunity object
* Enabled **security roles** for the custom objects to the different users as per requirement
* Created **businessroles** to show/hide the fields depends on different form levels
* Customized system and custom entities, fields, views, forms by using **Out-Of-Box** features and also used **JavaScript** for an extent
* Developed **SSRS** reports to give same view as per reports in Salesforce
* Used **SSIS** to import data into CRM from other sources by using **IOrganizationService** webAPI in console application
* Used **GUID** of Accounts to import related Accounts to the corresponding Accounts
* Developed UI with **HTML**, **CSS** to show the data in a section of Opportunity form as per requirement

**Environment:**

**Microsoft Dynamics CRM 365, Visual Studio.Net 2015, JavaScript, JQuery, HTML, CSS, Sql Server 2014, Business Intelligence Studio, C#.Net, .Net Framework 4.6**

**State of Iowa, Des Moines, IA Nov 2015 to Dec 2016**

**Role: Sr. MS Dynamics CRM Developer**

**Responsibilities:**

* Involved in requirements gathering, analysis and project planning.
* Implemented Agile(SCRUM) methodology, involved in sprint planning
* Worked on the business analysis, functional and technical requirements.
* Implemented four Microsoft Dynamic CRM solutions for different departments of Public health.
* Trained internal IT on developing solutions using **Microsoft Dynamics CRM** and **visual studio.**
* Developed various UI customizations for different departments to meet their requirement.
* Implemented and Customized Different Workflows to automate the various business required processes.
* Customized MS Dynamics CRM application based on the business requirement.
* Involved in customization and configuration of CRM 2015 as per business requirement
* Used to customize entities, fields, views and charts by using Out of Box tool and also **JavaScript** as well
* Used to use Microsoft visual studio for developing Plug-ins
* Used to use Microsoft visual studio to develop console applications by using WebAPIs to integrate data
* Used to use ADO.NET for making connection strings
* Started using new version **Microsoft dynamics CRM 2016.**
* Created Custom Entities, Custom attributes for individual business units in MS Dynamics CRM, according to their business process **Customized Workflows** and **Plugin** for automated processes, based on requirement from sales and marketing department to increase visibility and efficiency.
* Used JQuery for consistent easy navigation, look and feel of the website.
* Worked on performance monitoring and tuning issues.
* Used CRM web service and developed a custom service using WCF to provide extended functionalities to the common methods of CRM.
* Configuration of **MS Dynamics CRM** with **Microsoft Outlook 2013.**
* Involved in integration CRM with **SharePoint** for document and record management.
* Integrated SharePoint and other web applications with CRM by using IFRAME and MS CRM Web services.
* Started using **Microsoft CRM 2015** and made a document regarding upgrading to Microsoft CRM 2015 from Microsoft CRM 2013.
* Installed Microsoft CRM 2015 in new machines.
* Designed a user guide regarding the new changes in MS Dynamics CRM 2015 in order to train users about the updated version of MS Dynamics CRM.
* Worked on contract management.
* Created and managed contracts by using **C#.Net.**
* Used configure service processes to set up Service management, including default documents and templates.
* Developed business objects using C# for various modules.
* Integrated Custom WCF Service with other applications.
* Used various report items like tables, sub report and charts to develop the reports in **SSRS.**
* Created User defined Functions, Stored Procedures and Views using **SQL Server 2012.**
* Gathered client requirements and business process, development, testing and deployment of Microsoft CRM projects. Used **JQuery, JavaScript framework** to implement AJAX to restrict the screen flicker.
* Implemented User Interface in Model-View-Controller architecture, which accomplishes a tight and neat coordination of **JSP, Servlets, Java Script, XML, AJAX, HTML.**
* Implemented Gap analysis for finding out the required amount of customizations needed to meet the client requirements.
* **Customized forms and views** for new modules to be added to existing MS Dynamics CRM 2013 system.
* Developed OLAP cubes, wrote queries to produce reports using SQL Server Analysis Services (SSAS) and Reporting Services (SSRS), Dashboards.
* Created Workflow based on requirements from Sales and Marketing department.
* Customized CRM Forms, Entities, Attributes, Views, Ribbons & Sitemaps.
* Enhanced and developed Business Process Flows as per the client needs.
* Designed a plugin to generate account number on create of new record.
* Used **SSIS** Import data into the system using multiple sources.
* Used **SSRS** create reports in the system to provide accurate data for business decision making.
* Customized Dashboards based on the custom reports and charts created.
* Successfully upgraded from unsupported CRM 4.0 implementation to completely supported **CRM2011** solution and then **CRM2013** version.

**Environment:**

**Microsoft Dynamics CRM 2016/2015/2013, Visual Studio.NET 2015, .Net Framework 4.0, JavaScript, SQL Server 2012, SSRS, C#, IIS 7.0, JavaScript, CSS, HTML, JQuery, Bootstrap, ASP.NET.**

**Related INC, New York City, NY Sep 2014 to Oct2015**

**Role: Microsoft Dynamics CRM Developer**

**Responsibilities:**

* Responsible for gathering Business, Functional requirements and Use cases and requested for a walk through.
* Worked on Agile Scrum development lifecycle with 2-week sprints, fast paced deadlines to implement new features and get it deployed to prod every 2 months
* **Customized MS Dynamics CRM 2013**application based on the business requirement.
* Created Custom Entities, Custom attributes for individual business units in MS Dynamics CRM 2013, according to their business process.
* Customized Account Entity fields and related the Account Entity with all other Custom Entities.
* Creating reports on Account Entity with graphical summary and calculated results.
* Modified Sitemap file to display all the related entities in navigation bar of Account record.
* Created Fetch XML for new report and modified fetch XML using BIDS to customized the report and import back to CRM.
* Upgraded the JavaScript code written on Account, Opportunity, Products, Order form to use the Latest Xrm.Page DOM of Microsoft Dynamics CRM 2013.
* Prepopulating last created record data into new record form using JavaScript, CRM Web Services and XML object, thus saving time for the user to enter repeated data.
* Involved in customization of entities and fields by using Out-Of-Box features
* Developed complex reports using SSRS and deployed into MS CRM.
* Involved in **CRM integration with SharePoint.**
* Integrated SharePoint and other web applications with MS CRM by using Iframe and MS CRM Web Services.
* Document management with SharePoint integration.
* Created **.NET plug-in** to send an alert e-mail to all users who have not reviewed their accounts in last 60 days.
* Developed UI workflow to add default price list when new products created.
* Imported products from a CSV file using Data Maps and Imports.
* Trained users on using the Microsoft CRM outlook client with Online and Offline mode features.
* Prepared Instructions manual for Installation, Un-installation, Re-installation and configuring **Microsoft CRM Outlook client.**
* Doing the initial setup of Production environment in order as creating Business Units, Roles, Territories, users and then importing accounts with assigning ownership.
* Importing and exporting customizations between DEV, QA and Production environments.
* Prepared requirement documents, training documents and security policy documents.

**Environment**:

**.Net Framework 4.0, Microsoft Dynamics CRM 2011/2013, C#.Net, ASP.NET, Visual Studio 2010/2012, IIS 7.0, JavaScript, XML, SQL Server 2008/2012.**

**Cold Well Bankers, Madison, NJ July 2013to August 2014 Role: Microsoft Dynamics CRM Developer**

**Responsibilities:**

* Performed Dev planning, analysis, design and execution in Agile methodology by understanding the product backlog, sprint iterations, scrum session, stand up and defect triage.
* Installed and configured MS Dynamics CRM system for development and testing, configured server instance, created organizations.
* Collected existing infrastructure information including **Active Directory, SQL server, Reporting Serverinstance** for implementation of **MS Dynamics CRM 2011 system.**
* Worked on several Service module components like Contract management and Service management.
* Generated various reports with drilldowns, calculated members, dropdowns from the cubes by connecting to Analysis server from **SSRS.**
* Monitored the performance of the systems by analyzing from where the load time is occurring.
* Used automated processes in place of java script to reduce the load time.
* Discussed the requirements with end user and propose solutions to achieve business goals. Generated Sales Reports for statistical analysis of data at user level using SSRS.
* **Customized system entities** and custom entities to meet the business requirements.
* Created several **plug-ins and workflows** for enhancing the system and maintain data integrity.
* Created custom **Asp.Net** pages and configured forms and views for new modules to be added to MS Dynamics CRM system.
* Created and scheduled SSIS packages to pull data from **SQL Server** and exported to Excel Spreadsheets and vice versa.
* Used SSIS Import data into the system using multiple sources.
* Used SSRS create reports in the system to provide accurate data for business decision making.
* Created custom dashboard, create custom Ribbon button and configured sitemap using Pragma toolkit.
* Extensively used User interface controls that use JQuery to validate client side validation.
* Used Bing Maps API to design and develop dashboards to display incoming customer requests and update address coordinates in the Microsoft Dynamics CRM 4.0.
* Designed and built DTS/SSIS packages and ran several scripts for implementing changes in the backend for applications.
* Suggested several security policies on various entities in the system to manage and implement appropriate access controls.
* Developed UI using **JQuery** and JSP for interactive cross browser functionality and complex user interface.
* Provided CRM end user training for case and service managements for department staff. Extensively worked on designing reports using **SQL Server Reporting Services (SSRS).**
* Develop plug-ins to synchronize/update payment details to CRM system.
* Provided technical guidance to the team and participated in several sessions of code review.
* Assisted the team in basic testing and deployment of the solution.

**Environment**:

**Microsoft Dynamics CRM 2015/2013, Visual Studio.NET 2015, .Net Framework 4.0, JavaScript, SQL Server 2012, SSRS, C#, IIS 7.0, JavaScript, CSS, HTML, JQuery, Bootstrap, ASP.NET.**

**HP, Saint Louis, MO June 2012 to June2013 Role: Dynamics CRM Developer**

**Responsibilities:**

* Involved in the **design, development** and **support** of **Charge Code Assignment** and **Time Sheet Approval** using **Microsoft Dynamics CRM 2011, Scribe Insight, SSRS, SQL Server, and SharePoint Server 2010.**
* Worked extensively on defining application **functional requirements, Use Case, Test Cases, Application usability requirements, UI specifications and application process flow.**
* Dedicated and client focused **Business Analyst** with over two years of experience in the implementation and support of Dynamics CRM solution.
* Involved in the planning and **migration to Dynamics CRM 2013**.
* Customized the forms by writing JavaScript and Plugins to extend the functionality and to meet the client requirements.
* Implemented **Plug-Ins** defining business rules and validating data.
* Develop **interfaces** and **bridges** using **WCF SOAP Services** between **CRM 2011** and **existing enterprise applications** for accurate and secure data flow within the enterprise.
* Upgraded the **JavaScript** code written on Account, Opportunity, Products, Order form to use the Latest Xrm.Page DOM of Microsoft Dynamics CRM 2013.
* Upgrading the **plugins** and **custom workflow** libraries code to use the Microsoft Dynamics CRM SDK libraries, Messages etc.
* Was responsible for implementing proposed **solution**.
* Consume data and services from other **enterprise applications** and **update related CRM 2011 entities** accordingly.
* 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.**
* Uploaded data from **old data sources** into Microsoft Dynamics CRM.
* Extensively used application capabilities such as **queues, activities, data import, charts and dashboards**.
* Created **teams** and **security roles** to implement role-based forms.
* Integrated **SharePoint** and other web applications with MS CRM by using **IFrame** and **MS CRM Web Services.**
* Developed **Custom reports** using **Microsoft reporting services (SSRS),** also involved in development of complex reports using C#.
* Followed Agile Methodology, using the project management software On Time.
* Integrated MS Dynamics CRM - 2011 to 2011with MS Outlook 2007 and offer a consistent, familiar user interface.
* **Debugged JavaScript** used in CRM system.
* Configured CRM settings to adapt security policies within different environments using **security roles.**
* Created multiple **views** of System entities and custom entities.
* Created organizations, business units, groups and their relationships.
* Worked on setting up relationship between System & Custom entities.

**Wells Fargo, Charlotte, NC Nov 2011 to May2012**

**Role: Dynamics CRM/.Net Developer**

**Responsibilities:**

* Responsible for gathering Business, Functional requirements and Use cases and requested for a walkthrough
* Reviewed the Business and Functional requirements and identified and reported gaps to the Business Analyst
* Performed test planning, analysis, design and execution in Agile methodology by understanding the product backlog, sprint iterations, scrum session, stand up and defect triage meetings
* Created Standard Test Plan, Test Scenarios and Test Cases templates based on IEEE standards and created detailed Test Plan, Test Scenarios and Test cases according to the Business/Functional requirements and identified
* The integrated environment Visual Studio.NET 2005 was used for developing the complete application
* The UI was developed using ASP.NET 3.0.
* Involved in implementing Microsoft Dynamic CRM 2013(Configuration/Customization).
* Gather business requirements and performed **gap analysis**. Prepared effort estimation based on the customization of new CRM system.
* Prepared requirement, design documents and high-level project plan.
* Involved in data **migration/synchronization** of existing system data into MS Dynamics CRM 2011.
* Designed Sales Module comprising several libraries, workflows and other CRM customization.
* Involved in the design and development of WinForms using VB.Net
* Created custom security component using VB.NET to encrypt and decrypt data
* Designed **E-R model** for sales, marketing and support services.
* Implemented User Level Security so that every user can access only related forms and reports.
* Used ADO.NET and its objects for Database Transactions.
* Involved in integrating CRM with **SharePoint** for document and record management.
* Involved in the complete Software Development Life Cycle (SDLC) for development process and AGILE, SCRUM including Analysis, Design, Implementation, Testing and Maintenance.
* Written technical documentation with UML notations such as use cases, class diagrams, and sequence diagrams.
* **Implemented MVVM**, single ton design patterns, Entity framework.
* Implemented Scrum framework for agile software development.
* Developed the application using n-tier architecture, OO Design.
* Established communications among applications using **WCF**.
* Experienced in developing windows services, web services and worked with **Team Foundation Server**.
* Experienced in functional decomposition and use case realization and applying design patterns.
* Written stored procedures, Triggers, Packages using **SQL Server.**