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| |  | | --- | | Contact Information  Edison, NJ  (732) 507-9214  jshobitha04@gmail.com  Achievements  **Documentation**   * Customize Dynamics CRM entities, create multiple forms (security based) on entities, add custom JavaScript on form events, and add web resources, navigation links to achieve the business requirements. * Configured email templates based on business and use them in workflows, used ribbon work bench for customizing CRM ribbon and added custom buttons that suits business. * Gathered requirements, involved in design/development/testing and documentation of various CRM/.Net/MS Dynamics tasks. * Set up new environments for Microsoft CRM like DEV, TEST, QA, Production and had to maintain these environments on a regular basis * Performed troubleshooting of client CRM issues and maintained documentation of all reported issues.   **SME**   * Strong technical background as a developer with good written and verbal communication in consulting and customer facing roles that require working collaboratively with the Business and IT teams * Coordinated with the product owners and SMEs to create the Product Backlog for the Agile-SCRUM based application development.   **MS Dynamics CRM Expertise**   * Upgraded complex implementations of CRM projects from CRM 2011 to CRM 2013 and CRM 2013 to CRM 2015 upgrade * Upgraded from CRM 2015 to CRM 2016 and Dynamics 365 * Expertise in writing JavaScript, HTML, CSS web resources and possess good debugging skills * Integrated CRM with web services, Microsoft SharePoint * Reviewed and followed all the quality processes to make sure the deliverables are compliant with IBM standards. * Implementing and deploying proven, packaged CRM applications. * Was actively involved in regular automated deployments and also did lots of hands on development to make deployments of new customizations easier and faster. * Experience on Dynamics CRM forms customization using JavaScript and integration of CRM with other web/windows applications. * Performed troubleshooting of client CRM issues and maintained documentation of all reported issues. * 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. * Created and developed Microsoft Dynamics CRM Custom Web Pages to plug into out-of-the box MS CRM Solution using HTML.   **Project Management**   * Provided project manager with regular status updates assisting the overall project management initiative.   **SDLC**   * Delivered solutions in Agile and Waterfall SDLC methodologies * Involved in User Acceptance Testing (UAT) for successful implementation of requirements and generation of reports.   **SQL**   * strong experience in writing stored procedures triggers and user defined functions using SQL Server reports using SQL Reporting Services SRS and experience in optimization of stored procedures using SQL Profiler. * Experience with MS SQL database, SQL Integration Services, DBMS, stored procedure development, and transaction database design using SQL Server. * Designing conversion programs to import data from legacy systems and validated the data using PL/SQL packages. * Experience in generating reports using SQL Server Reporting Services (SSRS) and also reports based on Fetch XML queries * Experience in web development using VB.NET, ASP.NET, C#, Java Script and SQL server and extensively used Visual Studio 2015. | | |  | | --- | | Shobitha Joginipally  Sr. Dynamics CRM Consultant |  |  | | --- | | Summary | | **•** Microsoft Certified Consultant in Dynamics CRM with **9+** years of IT experience in Product Development, Consulting and Pre-Sales  **•** Worked as a senior application developer for many complex Dynamics CRM implementations   * CRM customization, Plugins, Workflows, Java Script, SQL, .Net, Angular JS * SSRS, Scribe, SharePoint   • Participated and contributed during all phases of the SDLC of project, ensured project deliverables of highest quality are delivered on time  • Experience in using the REST endpoint of CRM 2015 for CRUD operation.  • Experience in web development using VB.NET, ASP.NET, C#, Java Script and SQL server and extensively used Visual Studio 2015  • Highly motivated team player with excellent Interpersonal and Customer Relational Skills, Proven Communication, Organizational, Analytical, Presentation Skills. |  |  | | --- | | Work Experience | | **State of Ohio Department of Developmental Disabilities Nov ‘13 – Present.**  **Sr. Application Developer**  **Project: Imagine**  The Imagine Information System offers real-time access to information available to the person at the center of service planning, County Board of Developmental Disabilities staff, providers making it easier to discuss outcomes and implement or revise action plans eliminating the need to enter data into multiple systems  **Responsibilities:**  • Working on end-to–end migration of existing CRM 2013 deployment to CRM 2015.  • Worked on Performance Improvement of page load.  • Working with customers to analyze business requirements, defining functional specifications, and consulting with clients on strategic and operational uses of the CRM platform.  • Identifying creative solutions to meet system/business requirements with and without the development of custom code.  • Creating and deploying solutions for every iteration, from development to QA and UAT.  • Worked on integrating SharePoint with CRM and integrating a web portal with CRM using ADX studio.  • Worked closely with Scribe team for integrating CRM with other applications.  • Writing plugins, workflows, JavaScript (with OData queries), Angular JS, HTML, CSS to customize entities in CRM.  • Developed Custom Dashboards to communicate information efficiently and in real time.  • Developed Custom Reports using SQL Server Business Intelligence Development Studio.  • Created Custom Entities, Custom attributes for individual business units in MS Dynamics CRM 2015, as their business process, organizations, business units, groups and their relationships.  • Developed and tested MS Dynamics CRM client-side programming using (JavaScript / JSON / jQuery / HTML) using the Microsoft Dynamics CRM Customization SDK Tool Kit.  **Project: Level of Care**  The Level of Care process is the State of Ohio's screening process for individuals seeking Medicaid reimbursement for their stay in a Medicaid-certified nursing facility. Medicaid will only pay for an individual's care in a nursing facility if he or she meets the level of care criteria for intermediate level of care or skilled level of care.  **Responsibilities:**  • Completed end-to-end migration of existing CRM2011 deployment to CRM 2013.  • Performing gap analysis between a client’s requirements and the functionality within Microsoft dynamics CRM.  • Developing robust architecture designs and extensible and scalable functionalities.  • Worked on the web portal integrated with CRM using ADX Studio.  • Answering adhoc questions from users and helping them with work arounds as necessary.  • Performed data conversions to and from CRM application.  • Writing plugins, JavaScript, HTML, CSS to customize entities in CRM.  • Creating new SSRS reports and maintaining the existing reports.  • Customized sitemap for entity navigation for custom menus.  • Primary contact for analyzing and resolving issues from production.  • Used Microsoft Dynamics CRM Customization SDK Tool Kit to develop and test MS Dynamic CRM Client-side programming (JavaScript / jQuery / HTML).  **Project: Provider Service Management**  Rewriting a dot net application called Provider Certification Wizard using CRM.  The Provider Certification Wizard is an online certification tool that enables providers and potential providers to navigate through the certification process.  **Responsibilities:**  • Implementing a web service to integrate CRM with SharePoint  • Writing workflows to be triggered by scribe nightly jobs  • Writing angular JS for custom functionality  • Analysis on Dynamics 365 Upgrade impacts  • Explored Dynamics 365 online to understand the new features  • Upgraded from CRM 2015 to CRM 2016 and Dynamics 365  **United Parcel Service (UPS) - Wayne, NJ Feb ‘13 – Nov ‘13**  **Application Developer**  United Parcel Services is the world’s largest small-package carrier, by revenue and by volume. UPS offers ground, air, and ocean freight shipping and shipping-related services. It delivers more than 15 million packages a day to 6.1 million customers in more than 220 countries and territories around the world.  **Responsibilities:**  • Proactively maintain an awareness of existing, new and emerging technologies with Microsoft Dynamics CRM development best practices  • Gathering and understanding client system requirements for CRM software selections  • Arranged the requirement gathering sessions and delivered the functional and technical design documents  • Wrote JavaScript for form customizations which included the use of jQuery, ODATA (REST), and Fetch XML.  • Developed plugins and custom workflow activities consuming MS Dynamics CRM web services and using CRM SDK APIs  **International Business Machines (IBM India) June ‘08 – Jan ‘13**  **Application Developer**  **Responsibilities:**  • Extensively generated reports in CRM 4.0 for Critical Business decisions in the Contract Performance Reporting application  • Development, configuration and maintenance of their in-house CRM 4.0 installation.  • Installed and configured MS Dynamics CRM 4.0 system for development and testing, configured server instance, created organizations.  • Generated SQL based reports using Business Intelligence Development Studio  (BIDS) in Visual studio  • Performed UI customization and customization using JS and plugins  • Design, Customization and implementation of Microsoft CRM 4.0 |  |  |  | | --- | --- | | Education | | | **Highest Qualification**  **University**  **Certifications** | Bachelor’s In ECE  JNTU, INDIA  Microsoft Dynamics CRM 2011 Customization and Configuration: MB2-866  Microsoft Dynamics CRM 2011 Installation and Deployment: MB2-867  Microsoft Dynamics CRM 2011 Applications: MB2-868  Extending Microsoft Dynamics CRM 2011: MB2-876 |  |  |  | | --- | --- | | Tools & Technologies | | | Dynamics CRM (2016/2015/2013/2011/4.0)  SQL Server (2008/2012/2014)  SharePoint, Scribe, ADX Studio  C#, VB.NET, ASP.NET, C, C++  HTML, CSS, XML  Visual studio 2010/2012/2015  MS Suite | ◼◼◼◼◼◼◼◼◼◼  ◼◼◼◼◼◼◼◼◼◼  ◼◼◼◼◼◼◼◼◼◼  ◼◼◼◼◼◼◼◼◼◼  ◼◼◼◼◼◼◼◼◼◼  ◼◼◼◼◼◼◼◼◼◼  ◼◼◼◼◼◼◼◼◼◼ | |