**SREE NIHARIKA RAVILLA**

**MS Dynamics CRM Developer**

[sreeniha0@gmail.com](mailto:sreeniha0@gmail.com)

434-321-1099

**Summary:**

* I’ve total **5**+ years of IT experience. **3+** years of experience in **MS Dynamics CRM 2016, 2015, 2013,** & **2011** and **1** years of experience in **software development.**
* Proven experience in analysis, architecture, design, development, and testing of **web and windows** applications on Microsoft Technologies.
* Design and customize **CRM forms, Ribbons, Ribbon buttons, Site map, Dialogue, Custom Workflow assemblies, and Web resources** including **JavaScript, html** etc.
* Customizing and designing **Plug-in, Workflows, Console applications, Workflow scheduler** and **SSRS reports.**
* Implementation experience in **installation, configuration, customization, deployment, troubleshooting** the applications developed.
* Experience in **data migration**, updating using **XRM** and LINQ helps in facilitating data migration within CRM across various entities.
* Experience in customizing sales module and entities of **leads, accounts, contact and opportunities** according to the **Business process**.
* Experience in customization tools to customize system components such as **forms, views, attributes, relationships** and **entity mappings.**
* Customized **dashboards** based on the created charts and custom entities.
* Hands on knowledge of implementing and maintaining access controls in **CRM** based on **roles and access** conditions.
* Developed **custom service** using WCF to provide extended functionalities by using CRM web service.
* Developing and deploying enterprise applications on Microsoft **.NET Framework** using**C#.Net**,**ASP.NET, ADO.NET, Entity Framework, WCF, Web Services, Silver light, SharePoint, SOA, OOPS, LINQ, jQuery, HTML5, Crystal Reports**.
* Experience in interacting with **MS CRM database** using **web service** methods.
* Experience in implementation of **Silver light** projects using **Model-View-View Model (MVVM)** Pattern.
* Involved in MS Dynamics **CRM** upgrade and functional enhancement.
* Experience in converting functional specifications and client requirements to technical design with effort estimation and doing development for the same.
* Excellent analytical, logical and interpersonal skills. Hard working and fast learner with self-motivated personality.

**Technical Skills:**

|  |  |
| --- | --- |
| **CRM Tools** | MS Dynamics 365, Dynamics CRM 2016, 2015, 2013, SQL Server Reporting Services (SSRS), SSIS, SharePoint |
| **Languages** | C#.Net, ASP.Net MVC |
| **Frameworks** | ASP.Net MVC 4.0, Silver light, Entity Framework |
| **Web Server** | Internet Information Services (IIS) 7.0 |
| **Web Technologies** | Ajax, SOAP, WSDL, HTML 5, CSS, Java Script, jQuery, DATA, Fetch XML, JSON |
| **Databases** | SQL server (2008), MS-Access, Azure, AD studio |
| **Reporting Tools** | Crystal reports, Excel, MS BI |
| **Development Tools** | Visual studio (2015, 2013), MS office |
| **Operating Systems** | Windows 10/8/7/XP, Windows server 2008/2003 |

**PROFESSIONAL EXPERIENCE:**

**Microsoft, Newark, NJ Apr 2017 – Feb 2018**

**MS Dynamics CRM Developer**

**Description:** Microsoft is internal CRM portal used by New Jersey Division of Consumer Affairs team to customize Charities, Complaints and Maintenance modules. It manages charities, charity information, complaints, complainant information, BOS, OCP, LLC information by having different entities, forms based on requirements. CRM is associated with partner ADX studio for portal side that is external to our system. Adhere to a data strategy incorporating a common customer definition across all systems.

**Responsibilities:**

* Worked with **CRM 2016 on-premise** platform in Dev, test, and Prod environments and Dynamics 365.
* Analyzes the High-level design of requirements and comes up with Low level design.
* Customizes **CRM entities, forms, fields, and ribbon buttons, system workflows** based on the requirements.
* Developed **custom Plugins** and **custom workflows** for server-side validations based on Low Level design.
* Developed **html, PNG, Java Script Web resources** in bulk for client-side validations.
* Developed **Console applications** to run in both server and client side.
* Developed **Workflow scheduler** to trigger the specific workflows at specific time schedules.
* Developed **SSRS reports** using **Fetch xml** to generate Charity letters and PFR letters.
* Developed **SSRS reports** using **SQL** to generate Lemon Law Reports.
* Created bulk number of **system workflows** to send verbiage **letters**
* Worked on building **OData** for custom plugins and JavaScript’s.
* Worked on building **queries** for custom workflows and JavaScript’s.
* Resolved **bugs** related to JavaScript’s, Plugins in real time.
* Reviews the custom code and tests **Plugins, Workflows, JavaScript** in all possible scenarios in both CRM and Portal sites.
* Troubleshoots development and production issues.
* Worked as per **Agile** Methodology.
* Actively participated in **daily stand up** meetings and **weekly status** meetings.

**Environment:** Microsoft CRM 2015 and 2016, OData services, CRM SDK 2015 and 2016, Visual studio 2012 and 2017, Visual Ribbon Editor, Ribbon Workbench, CRM Code editor, CRM Rest builder, Virtual machine, Sonoma’s Dynamics CRM Dev tools.

**Wells Fargo & Co, Charlotte, NC Jul 2016 - Feb 2017**

**MS Dynamics CRM Developer**

**Description:** Treasury Management Phoenix is internal CRM portal used by Treasury management team to manage sales and account of Wells product line. It’s a single tool for managing all client, contact information, sales calls, pipelines and cross sell opportunities. The partner is powerful Business Intelligence tool that is external to our system. Adhere to a data strategy incorporating a common customer definition across all systems.

**Responsibilities:**

* Analyze the requirement and do High level and Low level architectural design.
* Involved in story discussion with Business System Consultant and Client to create stories for each Sprint.
* Involved in upgrading CRM 2015 to CRM 2016 online.
* Design and customize **CRM forms, ribbons, site map, Dialogue and workflows**.
* Designed the web**UI**using **ASP.NET MVC5, HTML5, jQuery, CSS, In fragistics grid** controls, Razor engine.
* Design and develop custom **Plugins** and **workflows, REST** service using **Web APIs**.
* Develop custom **JavaScript** and **jQuery** libraries and proof of concepts.
* Code review of **plugin, custom workflows** and **custom Asp.net MVC Application (ISV)**.
* Worked on **tablets** and **mobile** platforms with CRM.
* Worked as per Sprint using **Agile** Methodology.
* Actively participated in daily **scrum** and defect triage meetings.
* Used Version One to maintain user stories in the project.
* Used **Application Lifecycle Management (ALM)** for Defect tracking.
* Troubleshoot production issues.

**Environment:** Microsoft CRM 2015, OData service, CRM SDK, Microsoft .NET 4.5, C#, SQL Server 2014, ASP.NET MVC 5.0, Web API 2, LINQ, Entity Framework, Razor engine, Visual studio 2015, JavaScript, jQuery, Ajax, Knockout, IIS 7.5, TFS, AJAX, Virtual machine.

**Novartis, Rahway, NJ**

**MS Dynamics CRM Consultant Jan2015 - Jun2016**

**Description:** Implementation and configuration of MS Dynamics CRM 2013, works with sending Email, creating tasks, mapping accounts, accessing the third-party application and implementing the custom invoice calculator. Creating CRM wizard reports and custom dashboards, dynamic marketing list queries, and sending the emails to user from workflows and plug-in. Customize the Sitemap area, we have applied the client side and server-side scripting in the CRM. Implemented loading panel for custom button functionalities.

**Responsibilities:**

* Interacted with clients determined and documented **User Requirements** and **goals**.
* Studied and prepare the requirement specification.
* Enhanced and developed **Business Process Flows** as per the client needs.
* Written the code to interact with **CRM entities** and **retrieved data** required for processing.
* By coding we have executed so many **CRM requests (Qualify Leads, Set State Requests…)**
* Generated Sales Reports for statistical analysis of data at user level using **SSRS**.
* Prepared the **report queries** from advanced find view and assign to reporting team.
* Involved in **deploying** and **testing** the final application it over client machine.
* Add the **permissions to users** based their designation.
* We have used the **SOAP** and **REST** services for **CRM CURD operations**.
* Debugging the **plug-in** in different scenarios.
* Resolved the **CRM critical issues** with Microsoft peoples.
* Reproducing the issue and resolving the **plug-in** and **workflow** and **JavaScript issues**.
* Downloaded the **Organization WSDL** file and added to the application as service reference.
* Deploy Microsoft **ADXstudio** Web portals to allow customers to connect with Sales and Services.

**Environment:** MS Dynamics CRM 2013, CRM SDK, Visual studio 2013, JavaScript, C#, SQL server 2008, jQuery, C# .NET, SSRS, SOAP, MS Exchange server.

**Progressive Corporation, Cincinnati, OH**

**Microsoft Dynamics CRM Consultant Sep 2014 – Jan 2015**

**Description:** Partner relationship management is the internal CRM team to build relationships between the organization and customers. Maintains the information of account holders, contacts, sales by connected to SQL server database. Provides the security for the users of the progressive insurance by accessing their location information. Provides end user training for case and service managements for department staff. Provides assistance for the team in basic testing and deployment of the solution.

**Responsibilities:**

* Co-ordinated existing infrastructure information including **SQL** server, **reporting server** instance for implementation of MS Dynamics **CRM 2011** systems.
* Analyzed **SSRS** server by generating various reports with drilldowns, dropdown from cubes, calculated members.
* Discussed with the end users and propose solutions to achieve business goals. Generated **sales reports** for statistical analysis of data at user level.
* Designed and built **DTS/ SSIS** packages and implemented several changes in backend applications.
* Developed ASP.NET web pages and also configured forms and views for **new modules** in MS Dynamics CRM.
* Developed and scheduled **SSIS** packages to extract data from SQL server and exported to Excel spreadsheets.
* By using **SSIS Import data** into the system using multiple sources.
* Developed custom dashboards, **custom Ribbon button**, and configured sitemap using **XRM toolbox**.
* Developed UI using **jQuery** and **JSP** for interactive cross browser and complex user interface functionalities.
* Used **Bing Maps** API to design, develop dashboards to display incoming customer requests and update address coordinates in CRM 2011.
* Suggested several **security policies** on various entities to manage and implement appropriate access control.

**Environment:** ASP.NET, jQuery, MS SQL Server 2008, Windows 7, SSIS, SSRS, DTS, JSP, XRM toolbox, MS CRM 2011.

**Global ERP Solutions, INDIA**

**Software Engineer Feb 2013 –Jun 2014**

**Description:** Process name is Logistics. This process involves data entry of client given images and to create readable format. Client uploads the TIFF image to FTP server. TIFF image has to split into multiple PDF files in order to enter data entry worksheet. A tool called Merge Help Tool is to split single TIFF image into multiple PDF files.

**Responsibilities:**

* Developed and designed GUI using **Web Forms/ASPX, HTML, XSLT**, and **CSS**.
* Developed and maintained Class Diagrams using **Microsoft Visio**.
* Used **ASP.NET, MS Visual Studio .NET, C#, XML, HTML, DHTML, JavaScript**.
* Involved in creating **tables**, writing **queries**, stored **Procedures**, and Database triggers.
* Intermediate data persistent in **XML files**.
* Used **EXCEL** for exporting data from the application.
* Involved in creation of **Reports** using Crystal Reports 9.0 and HTML Reports.
* Written **Nunit** test cases for the code.
* **Tested** and **debugged** applications; resolved client issues.
* Interacted with different user groups, firm partners for gathering requirements.
* Conducted joint analysis and design sessions with user groups.
* Wrote functional specification document pertaining to my web pages.
* Coordinated the use of **visual source safe**.

**Environment:** .NET 2.0, ASP.NET, ADO.NET, MS SQL Server 2000, JavaScript, XML, Windows 2000/2003/XP, Visual source safe.

**Education:**

* Masters in ***Soft ware Development*** from **Kent State University, OH**
* Bachelor’s in ***Electronics and Communication Engineering*** from **JNTUA, IND**