**Raghu Cell: (224)801-2228**

**MS Dynamics CRM Consultant Email: raghucrm111@gmail.com**

**PROFESSIONAL SUMMARY**

* Around **5 years** of Experience in developing business solutions using Microsoft Technologies like .**NET**, **MS Dynamics CRM D365, 2016, 2013, 2011** Entity, Views, Web resources, Ribbon, Chart, configuration and customization, integration with **MS SharePoint 2010, MS Outlook** and **SQL server.**
* Worked on Various **Full Life Cycle Implementations** as a CRM Consultant.
* Involved in all the phases of end to end project life cycle with key requirements gathering solution designing, analysis, design discussions, configuration and customization, very advanced customizations, and Deployment.
* Good knowledge of OOB functionality of MS Dynamics CRM Sales, Marketing and service modules. Customized complex applications on Microsoft Dynamics CRM platform.
* Good experience with java script and jQuery with respect to CRM. Advanced validations of form data using script. Mapping functional system requirements to Dynamics CRM capabilities and design appropriate solutions.
* Expertise in **configuring security roles, business units, teams, field security profiles, call outs to CRM API, and CRM plugins.** Good knowledge of Web Development skills - **HTML, XML, CSS, JavaScript, jQuery, Ajax, and Visual Studio.**
* Designing the solution flowcharts for understanding of client and team, deciding on need and use of out-of-the-box features, required configuration and customization for various functionalities and requirements.
* Modified CRM extensions to interface with other systems through message queues and web services. Effort estimation for configuration, customization and documentation. Experience using standard project tools including Microsoft Project, Excel and PowerPoint.
* Facilitate the decision-making process and develop functional designs that will drive the development process. Experience in developing complex applications on Microsoft Dynamics CRM platform with entity, ribbon and sitemap customizations.
* Experience in developing of workflows, dialogs, business processes, business rules, dashboards, charts and wizard-based reports. Experience in creating and modifying SQL reporting services reports for use inside and outside Dynamics CRM.
* Ability to reach fast-pace and mound to time sensitive environments for delivering the requirements on time with minimal efforts. Experience with Agile methodologies and project management.
* Conceptualize and design a best-practice solution that leverages product and industry knowledge, as directed by business requirements. Strong conceptual, analytic and problem-solving skills. Good team player and interactive to staff at all levels of the firm.
* Experience in developing of custom work flows, plug-ins and integrating custom web pages into CRM. Modified CRM extensions to interface with other systems through message queues and web services.
* Experience in Microsoft Dynamics CRM Data integration towards import/export of data using custom application development. Experience in use of web services and interacting with MS CRM database using web service methods.

**EDUCATION:**

Master’s in technology, Kent State University, Kent, Ohio.

Bachelor’s in Mechanical Engineering, Jawaharlal Nehru Technological University, Kakinada, India.

**TECHNICAL SKILLS:**

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| Technologies | Dynamics 365, CRM 2016, 2015, 2013, 2011, 4.0, Share point, Azure |
| CRM Skills | CRM SDK, SCRIBE, DMM (data migration manager), Developer plugins and custom workflows, I frame, ISV, CRM web services |
| CRM Tools | SSRS, ribbon workbench, XRM toolbox, sitemap editor, ODATA builder, Fetch XML builder, Fiddler, SSIS |
| Reporting Tools | Crystal Reports, SQL Reporting Services (SSRS) Scripting jQuery, JSON, Java Script, VB Script Version Control Visual Source Safe, Team Explorer, TFS Modeling Tools Visio, UML, Rational Rose Protocols FTP, SMTP, HTTP, SOAP |
| Languages | C, C++, C#, ADO.NET, Core java, SQL |
| Databases | SQL server 2016, 2014, 2012, 2008, My SQL, MS access |
| .NET Technologies | .NET framework 4.6, 4.5, 4.0, 3.0, LINQ, WCF, Web API |

**PROFESSIONAL EXPERIENCE:**

**Nielsen, Tampa, FL Feb 2017 to Till Date**

**Microsoft Dynamics 365 Consultant**

**Responsibilities:**

* Involved in every phase of the life cycle gathering all the key requirements in the project from Design, Analysis, Development, Testing and Deployment of the solution in the MS Dynamic CRM.
* Responsible for all phases of the software development lifecycle (mainly in .NET and in Microsoft Dynamics CRM/XRM) including: design and planning, development, application reporting, unit testing, QA testing, installation, deployment and support.
* Expertise working with every version of Dynamics 365 Implementation, Migration, customization and Integration MSCRM web service with JavaScript, C#, ASP.NET and jQuery.
* Installed and Configured MS Dynamics CRM 365 system, configured server instance for development and testing. Created Custom Entities, attributes in MS Dynamics CRM 2015 as per the Business Process.
* Extensively worked on User Interface using CSS, HTML, AJAX, Java Script, jQuery and Bootstrap.
* Working experience with Unified Service Desk created User Interface integration, designed in series of adapters and modules that facilitate management of Dynamics 365 UI elements (such as pages and dialogs), automatic loading of related records, agent scripting, a configurable toolbar.
* Created different tables, views, and indexes and normalized the data in SQL Server. Worked with ASP.NET AJAX Controls, Extenders and Win Forms. Developed UI utilizing jQuery and JSP for intuitive cross program functionality and complex UI.
* 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 executing Object Oriented Programming Language (OOPs) features like Inheritance, Polymorphism, Abstraction and Encapsulation in VB.NET. Responsible for code merging using Microsoft Team Foundation Server (TFS) and for other source code maintenance needs.
* Worked on Kingsway Soft for migrating data to MS CRM from SQL and generating reports using SSRS and experience in configuring MS CRM with MS outlook and SharePoint Integration.
* Integrated MS Dynamics CRM 2016 with MS Outlook 2016 and offered a steady, familiar user interface. Built web pages that are more user-interactive using JavaScript. Experience in working with Microsoft Azure cloud.
* Customized Workflows and Plugin for automated processes, based on requirement from sales and 0marketing department to increase visibility and efficiency. Translated user requirements into usable interfaces to align them with business goals.
* Used Unit Testing and UAT (user acceptance testing) to test the code developed to ensure it accurately captures the existing business processes.

**Tahoe Partners, Chicago, IL Jan 2016 to Jan 2017**

**Microsoft Dynamics CRM Consultant**

**Responsibilities:**

* Upgraded the CRM system starting from Microsoft Dynamics CRM 2011 till Dynamics CRM 2016 and actively involved in each stage of upgrade process. Experience working in the full life cycle implementation of CRM to my client.
* Responsibilities varies from Requirement gathering, analysis, investigation and project planning and Gathered client requirements and business process, development, testing and deployment of Microsoft CRM projects.
* Implemented Gap analysis for finding out the required number of customizations needed to meet the client requirements. Created a detailed project plan which includes tasks based on their priority.
* Developed Interactive UI Screens using ASP.NET, CSS, HTML, jQuery and AJAX controls. Also Developed UI utilizing jQuery and JSP for intuitive cross program functionality and complex UI.
* Created ETL packages with various data sources (SQL Server, Flat Files, Excel source files, XML files etc.) and afterward stacked the information into goal tables by performing various types of changes utilizing SCRIBE/DTS packages.
* Developed both Managed and Unmanaged solutions in Microsoft Dynamics CRM to support the enhancements and published the customizations into the system.
* Developed the WCF services, applications using Team Foundation Server, C#, ASP.NET, T-SQL queries on SQL Server 2014, jQuery and AJAX on Visual studio 2013 IDE. Developed Jscript libraries for various data validations and customizations. Also accessed data and data services from the database using ADO.NET.
* Created custom dashboard, make custom Ribbon button and configured sitemap utilizing Pragma toolkit. Suggested several security policies on different entities in the system to manage and execute proper access controls.
* Collected existing infrastructure information including Active Directory, SQL server, Reporting Server instance for implementation of MS Dynamics CRM 2016 system.
* Worked on Kingsway Soft for migrating data to MS CRM from SQL and generating reports using SSRS and experience in configuring MS CRM with MS outlook and SharePoint Integration.
* Experience in Data modeling, Data Design, Normalization, Data migration projects involving SQL Server. Experience in Microsoft Dynamics CRM Data integration towards import/export of data using SSIS and custom application development and Scribe.
* Extensively worked with MS Dynamics CRM reports, SSRS and Out of the box reports. Developed complex reports using SSRS and deployed into MS CRM. Gathered a variety of data points for reporting services. Used SSIS to Import data into the system using multiple sources.
* Created Dashboards, Views, Reports, charts and all the security roles and users accordingly in the system based on roles. Customized Dashboards based on the custom reports, charts and performed unit testing including both automated and manual testing.
* Worked with CRM features like New Security Features, Enhanced Business Rules, Hierarchy Visualization.
* Customized Microsoft Dynamics CRM entities, created multiple forms (security based) on entities, add custom JavaScript on form events, and add web resources, navigation links to achieve the business requirements. Design and Develop Complex CRM to describe the relation between Different custom and system entities.
* Configure the Dynamics CRM application to meet the client’s requirements using the dynamics CRM customization tool, workflow tool or SDK.
* Used TFS (Team Foundation Server) to Maintain version control of code during solution import & export. Suggested updates and methods relevant to system architecture components and changes through research.
* Created and validated Views, User Controls, Models, View Models and Controllers using MVC5 Framework with Razor Syntax and Used jQuery for Client-Side Scripting.
* Customization of Microsoft Dynamics CRM system, based on functional requirements of the client and use of out-of-the-box features, required configuration and customization for various functionalities and requirements.
* Customized insurance solutions nationwide to both businesses and individualsinvolved Marketing campaign, sales automation and a strong Customer Support (case management) for their insurance claims business. Currently they have a legacy claim processing system, the idea is to automate this in CRM system and migrate all the data into the new system.

**Ziraff Technologies, Hyderabad, India July 2014 to June 2015**

**Microsoft Dynamics CRM Consultant**

**Responsibilities:**

* Upgraded the CRM system starting from Microsoft Dynamics CRM 2011 till Dynamics CRM 2013 and actively involved in each stage of upgrade process. Experience working in the full life cycle implementation of CRM to my client.
* Responsibilities varies from Requirement gathering, analysis, investigation and project planning and Gathered client requirements and business process, development, testing and deployment of Microsoft CRM projects.
* Implemented Gap analysis for finding out the required number of customizations needed to meet the client requirements. Created a detailed project plan which includes tasks based on their priority.
* Developed Interactive UI Screens using ASP.NET, CSS, HTML, jQuery and AJAX controls. Also Developed UI utilizing jQuery and JSP for intuitive cross program functionality and complex UI.
* Created ETL packages with various data sources (SQL Server, Flat Files, Excel source files, XML files etc.) and afterward stacked the information into goal tables by performing various types of changes utilizing SCRIBE/DTS packages.
* Developed both Managed and Unmanaged solutions in Microsoft Dynamics CRM to support the enhancements and published the customizations into the system.
* Developed the WCF services, applications using Team Foundation Server, C#, ASP.NET, T-SQL queries on SQL Server 2014, jQuery and AJAX on Visual studio 2013 IDE. Developed Jscript libraries for various data validations and customizations. Also accessed data and data services from the database using ADO.NET.
* Collected existing infrastructure information including Active Directory, SQL server, Reporting Server instance for implementation of MS Dynamics CRM 2016 system.
* Worked on Kingsway Soft for migrating data to MS CRM from SQL and generating reports using SSRS and experience in configuring MS CRM with MS outlook and SharePoint Integration.
* Extensively worked with MS Dynamics CRM reports, SSRS and Out of the box reports. Developed complex reports using SSRS and deployed into MS CRM. Gathered a variety of data points for reporting services. Used SSIS to Import data into the system using multiple sources.
* Created Dashboards, Views, Reports, charts and all the security roles and users accordingly in the system based on roles. Customized Dashboards based on the custom reports, charts and performed unit testing including both automated and manual testing.
* Worked with CRM features like New Security Features, Enhanced Business Rules, Hierarchy Visualization.
* Configure the Dynamics CRM application to meet the client’s requirements using the dynamics CRM customization tool, workflow tool or SDK.

**EBizNET Solutions, Hyderabad, India Jan 2012 to June 2014**

**Microsoft Dynamics CRM Consultant**

**Responsibilities:**

* Customized MSCRM form On Load, On Save Status changes events with Java script/jQuery.
* Worked on varied Customizations like Entity, Form and View, CRM forms, attributes, ribbons &
* Good command in Creating and developing CRM Custom Web Pages /workflows/ data migration / email integration/ sitemaps to plug into out-of-the box CRM Solution.
* Configured and developed plug-ins, custom workflows in C#.net consuming CRM web services using SDK to make sure the efficiency per the IT standards.
* Wrote queries to produce reports using SQL and Reporting services (SSRS), Dashboards.
* Implemented jQuery, AJAX to connect to the controller.
* Developed JavaScript functions using jQuery AJAX to call Web Services to retrieve real-time data from SQL and auto-populate on Dynamics CRM Forms.
* Management of end user "how do I" type queries - logging and resolving non-technical queries within defined SLAs.
* 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 2013 system for development and testing, configured server instance, created organizations.
* Collected existing infrastructure information including Active Directory, SQL server, Reporting Server instance for implementation of MS Dynamics CRM 2013 system.
* Generated various reports with drilldowns, calculated members, dropdowns from the cubes by connecting to Analysis server from SSRS.
* 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.
* 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.
* 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)
* 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.
* Used Scribe to import data from CRM 4.0 to CRM 2015.
* Have integrated using Microsoft SharePoint with Microsoft Dynamics CRM for documentation purposes using server-side integration.
* Developed SSIS Packages to Extract-Transform-Load data from OLTP Databases to Star Models.
* Historical data mapping and migration to CRM using Kingsway Soft migration tool.
* Designed and implemented Data Integration and ETL processes with SSIS packages to make data available for reporting purpose within MS CRM.
* Integrated Web application with MS CRM by using I Frame and MS CRM Web Services.
* Good knowledge regarding Developing Reports using SSRS for Invoices, Registrations and other required activities.