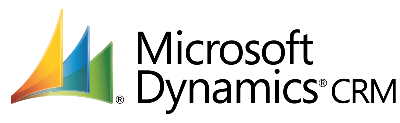
**Sai Krishna**

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**443-648-3757**

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**EXPERIENCE HIGHLIGHTS**

* Over 8 years of Experience in developing business solutions using Microsoft Technologies.
* 5+ years of Experience in Implementation and customization of MS Dynamics CRM […] 2015, 2013 and 2011Entity,Forms,Views,Fields,Relationships,Ribbon,Chart,ConfigurationandCustomization,**Integration** with **MS SharePoint 2013** and **MS Outlook**.
* Experience in **Microsoft Dynamics CRM Data integration** towards import/export of data using SSIS and custom application development.
* Exceptional domain knowledge on Transportation, Telecommunication, Infrastructure, Health& Pharmaceutical, Technology, Financial, Banking.

**EXPERIENCE SUMMARY**

* Complete understanding **OOTB functionality** of platform & Experience in developing **XRM applications.**
* Have good experience of **SSRS** (SQL Server Reporting Services) and **SSIS** (SQL Server Integration Services), **Dashboard Customization** with Complex Charts built from SSRS.
* Expertise in client-side development using **HTML, JavaScript, CSS, jQuery, AJAX, ADO.NET and ASP.NET.**
* Expertise in Customization and Configuration of Fetch Based Reports in Microsoft Dynamics CRM Application.
* Good Experience in installation of CRM application in Data Centre Environment (Standalone, Role Based Installation both Front End and Back End Server Role) and **Facing Deployment** (IFD), On premise, Creating **Active Directory instances**, configuring Active Directory Replication to a Standby AD Server, **Enabling Windows Cluster** and **SQL Cluster** for CRM **Databases.**
* Expertise in writing SSIS Packages 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.
* Strong Experience in **business requirement analysis**, assess alternative solutions, design, develop and implement application solutions using **Microsoft CRM SDK, C#, .NET Framework and JavaScript**.
* Expertise in SQL Server 2008, 2012 and coding using TSQL, PL/TSQL, Procedures, Functions, Triggers, Backup and Restore.
* Hands on experience in Installing, Configuring, Administrating, Maintaining and Troubleshooting Microsoft Office SharePoint Server (MOSS) 2007/WSS 3.0, SharePoint 2010 and SharePoint 2013.
* Expertise on Object Model, Client object model, Web parts, User Controls, Features, workflows, Out-of- box Security, SharePoint Designer based coding and customization.
* Good Knowledge on **WPF, Azure/Cloud and Silverlight**. Leadership skills include ability to lead and motivate co-workers from all backgrounds, creative problem solving and solution-oriented work style, decisive and confident decision-making and in-depth proficiency with new technology trends.
* Experience in performing Unit and Integration Testing in the Development, System Integration Testing (SIT), User Acceptance Testing (UAT) including Bug Reporting and Fixing.
* Experience in XML technologies like **DOM, XML Schema, DTD, XSLT, SOAP, WSDL, Web Services and WCF Services.**
* Good knowledge in Object Oriented Programming (OOP) concepts.
* Having strong understanding of **Software Development Life Cycle** and **Agile Methodology**.
* Participated in **Peer Code Reviews** and conducted Knowledge Transfer sessions for new Consultants in the Project.
* Excellent communication, analytical and interpersonal skills.
* Quick learner and adaptive to new and challenging technological environments.

**PROFESSIONAL EXPERIENCE SUMMARY**

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| Client:  Duration:  Role: | **DTE Energy, Detroit, Michigan** February 2017 to PresentMicrosoft Dynamics CRM Consultant |

**ROLES AND RESPONSIBILITIES:**

* Involved in analysing the **Business Process**, **Requirements gathering** and **Project Planning.**
* Created Custom Entities, Custom attributes for individual Business Units in MS Dynamics CRM 2016 as per the Business Process.
* Customized MS Dynamics CRM application based on the business requirement
* Used various report items like tables, sub report and charts to develop the reports in SSRS.
* Developed business objects using C# for various modules.
* 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.

* Created Organization, Business Units, Teams and formed their relationships.
* Created **SSIS packages** for different data loading operations for many applications.
* Developed Custom WCF Service to integrate MS CRM Application with SharePoint Application for Document Management.
* Creating integration component to connect CRM with SharePoint2013.
* Develop interfaces and bridges using WCF **SOAP/REST** services between CRM 2016 and existing enterprise applications for accurate and secure data flow within the enterprise.
* Developed workflows to automate various business processes.
* 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.
* Developed **OLAP** cubes, wrote queries to produce reports using SQL Server Analysis Services

**(SSAS)** and Reporting Services (**SSRS**), Dashboards.

* Design and Development of Custom Auto Number Configuration to meets the Clients Business Requirements.
* Implemented and customize reports in the system by using **SQL Server Reporting Services** (SSRS) to provide data for demand planning and opportunity management.
* Customized CRM by using **Workflows** and **Plugin** for automated processes, based on requirement from sales and marketing department to increase visibility and efficiency.
* Created Field Security Profiles, Security Roles, Teams, Business Units etc.
* **ADX studio** Portal installation and **configuration**.
* Maximized ADX features using out of the box features to leverage Dynamics CRM for data surfacing, presentation, custom coding for calculation of funds and developing master solutions.
* Successfully upgraded from unsupported CRM 4.0 implementation to completely supported

**CRM2013** solution.

* Consumed and Exposed Dynamics **CRM APIs** for Custom **API development**.
* Developed several client-side extensions using **JavaScript, CSS** and **HTML**.
* Perform gap analysis between client& requirements and the functionality within Microsoft dynamicsCRM (online).
* Created Dynamics CRM Form, Controls, Plugins, Workflows and Validation rules.
* Used TFS to track the **Project ManagementPlan, UAT and Production** Issues.
* Worked with a team of stakeholders following the Agile Scrum software development process.
* Performed the successful conversion to dynamics CRM from the legacy application. Also, discussed Business needs with users and performed dynamics CRM modifications. Successful implementation of dynamics **CRM** integration. Setup new customer Audit profiles in dynamics CRM.
* Involved in Performance Measurement to develop measurable indicators that can be systematically tracked to assess progress made in achieving predetermined goals.
* Created custom asp.net pages and configured forms and views for new modules to be added

to MS Dynamics CRM system.

* Performed Peer Code Reviews.
* Designed and built DTS/SSIS packages and ran several scripts for implementing changes in the

backend for applications.

* Customize and configure the application to meet client requirements using the Microsoft dynamics CRM.

**ENVIRONMENT:**

MS Dynamics365/CRM 2016, C#.Net, Microsoft SQL Server 2012 and SharePoint.

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| Client:  Duration:  Role: | **Medivation, SFO, CA**  **January2015 to January 2017** Microsoft Dynamics CRM Developer |

**ROLES AND RESPONSIBILITIES:**

* Involved in requirements gathering, analysis and project planning.
* Implemented **Microsoft Dynamics CRM** application based on the business requirement.
* Developed several client-side extensions using JavaScript**, CSS** and **HTML.**
* Implemented and customize reports in the system by using **SQL** Server Reporting Services **(SSRS)** to provide data for demand planning and opportunity management.
* Worked on creating several **SSIS packages** to handle data transfer from various source like **TFS**, **Source Depot, Excel and Flat File.**
* created**Workflows** and **Plugin** for automated processes, based on requirement from sales and marketing department to increase visibility and efficiency using **Microsoft Dynamics CRM 2016.**
* Supervised in Upgrade/Migration from Microsoft Dynamics CRM 2013 to 2015 using both externally available tools and self-built tools.
* **ADX studio Portal** installation and configuration.
* Managed the migration of clients from the Legacy systems over to the new Case Management System.
* Determine system impacts and possible risks due to changes made to achieve new requirements.
* Involved in Microsoft **Dynamics CRM data capture**, **integration**, **auditing, data mapping**, importing data and creation of interfaces.
* Using **XRM Toolkit** to integrate with CRM Web services - **REST / SOAP** based integration with **Jscript**.
* Performed daily tests in the new system under each client role: Enterprise Case Manager, Auditor, Administrator, Investigator, and Case Reviewer.
* Customize Microsoft 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.
* Worked on **SSIS Script** component using Visual Basic Applications and **C#**, by creating generic C# components that can be used in the external packages in **SSIS.**
* Managed CRM web service and developed a custom service using **WCF** to provide extended functionalities to the common methods of CRM.
* Configuration of Microsoft Dynamics CRM with Microsoft Outlook 2015.
* Integrated **Custom WCF Service** with other applications.
* Imported contacts from existing application into Microsoft Dynamics CRM using the WCF service.
* Used TFS for the source & document version control.
* Managed extensively jQuery & JavaScript for client-side validations and access data within the HTML control.

**ENVIRONMENT:**

CRM 2011, 2013, ASP.NET 4.0, C#, LINQ to SQL, jQuery, Knockout, JavaScript, CSS, AJAX,WCF, MS SQL Server 2008, IIS 7.0, TFS2012, MVC Framework 5.0, Entity Framework’s.

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| Client:  Duration:  Role: | **Comcast, PA**  **December2012to November2014**  **Microsoft Dynamics CRM Developer** |

**ROLES AND RESPONSIBILITIES:**

* Install, configure, and Manage **Dynamics CRM server.**
* Developed **UI** using **jQuery** and **JSP** for interactive cross browser functionality and complex user interface.
* Created Reusable Helpers for **JavaScript** and **Plugins**.
* Involved in Development, **Unit Testing** and **Integration Testing** of most of the critical modules in this Project.
* Upgraded the plugins code written on Account, Opportunity, Contact, Order and Quote creation to Microsoft Dynamics CRM 2011 format.
* Interacting with Application developers while working on a production fix.
* Customized Workflows and Plugins for automated processes based on the requirements from different departments to increase visibility and efficiency.
* Upgraded the reports in Microsoft Dynamics CRM 2011 to execute efficiently and correctly.
* Developed Custom Service to provide extended functionalities to the common methods of CRM using **WCFand CRM Web Service**.
* Upgraded the JavaScript code written on Account, Opportunity, Products, Order form to use the **Latest Xrm**. Page DOM of Microsoft Dynamics CRM 2011.
* Consumed and Exposed Dynamics CRM APIs for Custom API development.
* Integrated **Custom WCF Service** with Legacy Applications.
* Worked on setting up relationship between System & Custom entities.
* Used Advanced Find feature of **MS Dynamics CRM 2011** and created multiple views of System entities.
* Provided Training to end user to use the Upgraded Microsoft Dynamics CRM 2011 system and provided the Post Go-Live support.
* Migrated MS CRM Application from 2011 to 2013.
* Used HP Quality Control to track the System Integration **Testing, UAT** and Production Defects.
* Involved in the design, development and support of Charge Code Assignment using **Microsoft Dynamics CRM 2011, Scribe Insight, SSRS, SQL Server,** and **SharePoint Server 2010.**
* Implement **ASP.Net** Project with **MS CRM** using **Web Services**.
* Developed out-of-box workflows and custom workflows for **CRM 2013/2011** based on user needs.

**ENVIRONMENT:**

Microsoft Dynamics CRM 2011/2013, Visual Studio.NET 2010/12, JavaScript, SQL Server 2008/2012, SSRS.

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| Client:  Duration:  Role: | **Wells Fargo, AZ**  **Nov 10– Sep 2012**  **.NET Developer** |

**ROLES AND RESPONSIBILITIES:**

* Developed User Interface Screens and Business Logic for the critical modules such as Messaging and Bank Setup Reporting.
* Involved in front end development using **ASP.NET, JavaScript, Angular JS, jQuery, HTML, Bootstrap** and **CSS.**
* Analyzed and designed Approaches, **UML Use Cases**, Class Diagrams, State Diagrams, and Activity Diagrams.
* Experienced in **designing** and **developingDatabases** in **SQLServer2005**/**2008/2012** which includes the development of **functions**, **storedprocedures**, **views**, **joins** and **triggers** using **PL/SQL**.
* Extensively used **Visual Studio Ultimate 2012** development tool for building Web Application.
* Involved in Unit testing, Build and Integration testing for the interfaces.
* Responsible for code merging using Microsoft **Team Foundation Server (TFS**) and for other source code maintenance needs
* Developed Stored Procedures in **SQL Server** Database.
* Developed **XSLTand XML** to generate Audit Reports.
* Categorization of issues from a Remediation perspective and bucketing into the projects.
* Make sure that finished software products meet the clients' requirements. Responsible for compiling source code, checking product checklist, help eliminating bugs, test software performance, and integrating applications with new hardware.
* Document the complete Data Requirements process flow to describe Business Logic, Technical Mapping, **Historical Data Availability**, **Issue Details**, **Target System** for Remediation and Remediation Status information.
* Responsible for creating test cases to check for failures based on the Guidelines, thus ensuring quality.
* Prepared Unit Test Cases.
* **Unit Testing** and **Integration Testing** of the Application.

**ENVIRONMENT**:

ASP. NET, ADO. NET, Visual Studio 2008, IIS 7.5/7.0/6.0, Oracle, NET Framework 3.0/3.5.

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| Client:  Duration:  Role: | **HDFC Bank, Hyderabad, India**  **June 2009– Sep2010**  **.NET Developer** |

**ROLES AND RESPONSIBILITIES:**

* Developed User Interface Screens and Business Logic for the critical modules such as Messaging and Bank Setup Reporting.
* Developed Stored Procedures in **SQL Server** Database.
* Developed **XSLTand XML** to generate Audit Reports.
* Categorization of issues from a Remediation perspective and bucketing into the projects.
* Make sure that finished software products meet the clients' requirements. Responsible for compiling source code, checking product checklist, help eliminating bugs, test software performance, and integrating applications with new hardware.
* Document the complete Data Requirements process flow to describe Business Logic, Technical Mapping, **Historical Data Availability**, **Issue Details**, **Target System** for Remediation and Remediation Status information.
* Responsible for creating test cases to check for failures based on the Guidelines, thus ensuring quality.
* Prepared Unit Test Cases.
* **Unit Testing** and **Integration Testing** of the Application.
* Performed Peer Code Reviews.

**ENVIRONMENT**:

ASP. NET, ADO. NET, Visual Studio 2008, IIS 7.5/7.0/6.0, Oracle, NET Framework 3.0/3.5.