**Siva Kishor Muthukuri**

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**PROFESSIONAL SUMMARY:**

* Over **8+years** of experience, **as a software developer, in Functional Specifications, Analysis, Design, Modeling, Development, Configuration, Management** and implementation of various intranet, client-server and web enabled applications.
* Good experience in full life-cycle development using **Object Oriented Programming** concepts.
* **5+ years** of Experience with **Microsoft Dynamics CRM 2011, 2013, 2015, 2016.**
* Manage the **customizations, extensions, and integration** of the **CRM applications**.
* Expertise in **developing, debugging, and deploying plug-ins, custom workflow activities** and **java script extensions** for **MS Dynamics CRM.**
* Hands on experience on **Dynamics CRM** forms customization using **JavaScript** and integration of **CRM** with other **web/windows applications**.
* Proficient in designing and deploying Plug-in and Workflows in **CRM** to meet business process flow requirements, including Sales, marketing, customer services support using **CRM SDK and C#.NET.**
* Experience in several **custom dashboards** with various degrees of **complex visualizations** using **charts and reports.**
* Expertise in developing applications using **.NET4.5/4.0/3.5/3.0/2.0, C#.Net,VB.Net**, **ASP.Net**, **Asp.Net MVC 3.0 & 4.0, VB6, ADO.Net**, **XML, HTML, AJAX, JavaScript, XHTML, DHTML & CSS.**
* Experience in working with Creating **Custom Plugins, Custom Forms and Integrated** with **CRM.**
* Strong knowledge and experience of **Microsoft Dynamics CRM** functionalities and business process analyst.
* Experience working with **databases** such as **SQL Server 2000/2005/2008/2012 and MS Access 97/2000/2003.**
* Experience in working with **Java Script, JQuery** and **Bootstrap 2.0/3.0**.
* Extensive experience in **ASP.Net, C#, VB.Net, ADO.Net, Web Services, LINQ, AJAX, Windows Services, WCF Services, OOPS, Classic ASP, XML, XSLT, HTML, Text Editor, MS IIS 5.0/6.0/7.0, VBScript, VSS, JavaScript, Angular JS, SQL Server 2000/2005/2008/2012, Visual Studio 2003/2005/2008/2010/2012.**
* Creating **SSIS** packages to export reports from **MS Dynamics CRM**.
* Experience in writing **stored procedures, user defined functions, views, query writing**.
* Experience in developing single page applications using **Angular JS**.
* Excellent experience in using **Angular Bootstrap**.
* Expertise in working with **Crystal Reports, SSRS and SSIS**
* Ability to work in all stages of **System Development Life Cycle**.
* Experience in database tuning using **SQL Server Profiler** and **SQL Server Tuning Advisor**.
* Strong experience in working with **Ajax** and **JSON**.
* Expertise in **Test Driven Development (TDD)**.
* Expertise in working with **Caching, Session State, Cookie Management, view state, POST and GET.**
* Expertise in working with source control **TFS** and **VSS**.
* Expertise in working with **Waterfall and Agile-Scrum** development methodology.
* Experience in creating **XML** using Stored Procedure and User Defined Function.
* Hands on experience with **SQL Server** and **T-SQL** in constructing triggers, tables, user functions, views, indexes, user profiles, relational database models, data dictionaries, and data integrity.
* Hands on experience with security technologies in ecommerce development
* Expertise in implementing **Object Oriented Programming (OOP)** Concepts including Inheritance, Abstraction and Polymorphism.
* Strong understanding of the software development lifecycle (SDLC) and of Quality Assurance techniques using source code control repositories, debugging and testing experience.
* Proficient troubleshooting skills, committed to achievement, maintenance of quality, excellent communication and interpersonal skills and a very good team player.
* Excellent problem solving skills for delivering useful and compact solutions. Always keen and eager to face up to challenges by means of innovative ideas.
* Ability to quickly grasp any new technologies and concepts.

**TECHNICAL SKILLS:**

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| **Languages** | .Net (ASP.Net, C#.Net, VB.Net), SQL, XML, UML, XAML, HTML |
| **Scripting Technologies** | Java Script, VB Script |
| **Web/Windows Technologies** | ASP.NET 3.5/2.0/1.1, .Net 3.5/3.0/2.0/1.1, Web Services, SharePoint, AJAX 1.0 |
| **Databases** | MS SQL Server 2000/2005/2008/2012, MS Access |
| **Operating System** | Windows 2010/2008/7/Vista/2003/XP/2000, Unix, Linux, DOS, Mac OS |
| **Reporting Tools** | SQL Reporting Services 2000/2005/2008, Crystal Reports 9.0 |
| **Development Tools** | Visual Studio.NET 2008/2005/2003, Query Analyzer, SQL Profiler |
| **ERP/CRM Applications:** | MS Dynamics CRM 4.0/2011/2013/2015/2016 |
| **Other Tools**: | Scribe, BizTalk, Windows Active Directory, WinForms, File maker, Xrm Toolbox, Agile(Scrum) |

**PROFESSIONAL EXPERIENCE**

**PNC Bank, Cleveland, OH Sep 2015– Till Date**

**Role: Microsoft Dynamics CRM Developer.**

**Description:** A CRM project with master data management and customized access permissions/role management for each of the functionality. PNC keeps a track of all the information from the point of generation of a business lead to the point that lead becomes an actual customer. It handles and stores all the information related to all calls, future appointment, alerts, reminders, follow-up status etc.

**Responsibilities:**

* Involved in requirement analysis, designing and development.
* Major role in the development of the web application using **ASP.NET MVC 4.0**, **C#, Java script, JQuery, Bootstrap, ADO.NET** and **AJAX.**
* Customized **MS Dynamics CRM 2013 online** application based on the business requirement.
* Configured and customized **CRM** using web based administration tools (**form layout, workflow design, Web Resource, Iframe and view creation, etc.)**
* Upgrading **Dynamic CRM** from **2013 to 2015.**
* Installed **XRM ToolBox** for **Sitemap** Changes in **CRM** System.
* Used Sitemap Editor from **XRM ToolBox** for updating the **Sitemap** in **CRM** System.
* Used **Ajax, CSS, JavaScript, and Bootstrap** for the front-end web development.
* Involved in installing **SSL Certificate** for secure website and imported and exported this certificate from one server to another.
* Used Advanced Find feature of **MS Dynamics CRM 2013online**and created multiple views of System entities
* **ADX Studios** Portal installation and configuration.
* Collected existing infrastructure information including **Active Directory**, **SQL server**, **Reporting Server** instance for implementation of **MS Dynamics CRM 2013 system**.
* Developed complex reports using **SSRS** and deployed into **MS CRM.**
* Imported contacts from existing application into **MS Dynamics CRM 2013** using the **WCF service.**
* Created **Custom Plugins** with **CRM.**
* Created **Custom Forms** and **integrated** with **CRM.**
* Used **CRMSDK** to perform operations on **CRM Entities.**
* Used **SOAPUI** to test the **REST** Web service call.
* Involved in the design and development of WinForms using C#.
* Involved in developing WCF Service using **SOAP/HTTP** to communicate with legacy systems and deployed web services as per business requirements.
* Created **partial views** and **shared templates** to reusable over the application.
* Designed and developed **views** as responsive components using **HTML** and **CSS.**
* Used **Angular JS** to develop single page application.
* Extensively used **JavaScript, JQuery** for client side validations in the views.
* Consumed Web API from **ASP.Net MVC** application using **Http client**
* The task included writing the **C# classes**, developing **user controls**, writing **JavaScript functions.**
* Creating **SSIS** packages to export reports from **MS Dynamics CRM**.
* Used **Data tables** and **jQuery validations** plugins for client side operations.
* Developed application using N-Tier architecture.
* Implemented the code in Visual Studio 2012, Dot Net framework 4.0. And deployed.
* Used **MVC Architectural Pattern** in the application.
* Used **Test Driven Development (TDD)**.
* Created **Tables**, **Stored Procedures**, **Triggers, and Views** in **SQL** database.
* Involved in Code reviews. Peer Reviews for developing quality code.
* Provided support and involved in maintenance process.
* Performed functional testing on various developed modules.
* Used **TFS** for the source & document version control.

**Environment:** .**Net 4.0, Microsoft Dynamic CRM 2013/2015, ASP.Net MVC 4, Visual Studio 2015, Ajax, JSON, SQL Server 2008/ 2012, C#.Net, WinForms, HTML, Entity Framework, TDD, N-Unit, JavaScript, Angular JS, JQuery, Bootstrap, CSS, TFS, SSRS Reports WCF, IIS 6.0.**

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**Covanta Energy, Morristown, NJ Dec2013–Sep2015**

**Role: MS DynamicsCRM Developer**

**Description:** Covanta Energy is an American company where energy out of the waste is being generated, all the daily   
discarded materials are utilized and converted into clean and efficient energy producers, preserving the   
Valuable resources

**Responsibilities**:

* Worked with **n-Tier Architecture** involving Services Layer, Data Access Layer, and Business Layer
* Worked on project-based directives for client **CRM environments**.
* Assist in Upgrade/Migration from **CRM 2011 to 2013.**
* Conducted production environment developments, **custom developments,** and **reporting projects.**
* Performed troubleshooting of client **CRM** issues and maintained documentation of all reported issues.
* Creating the models, views and controllers using **ASP.NET MVC 3, C#.NET.**
* Extensively worked on User Interface (views) using **CSS, HTML, AJAX, Java Script, JQuery** and **Bootstrap**.
* Delivered effective CRM solutions by creating and using design specifications, test scenarios and associated documentation.
* Used **Entity Framework** for database operations.
* Used **Agile-Scrum** methodology to implement the application.
* Worked on Maintenance of **database-backed** websites.
* 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 implementing **Object Oriented Programming Language (OOPs)** features like Inheritance, Polymorphism, Abstraction, and Encapsulation in **VB.NET.**
* Used **Datatables** and **jQuery validations** plugins for client side operations.
* Responsible for code merging using Microsoft **Team Foundation Server (TFS**) and for other source code maintenance needs
* Implemented Caching, Session State, and Cookie Management, view state, POST and GET techniques.
* Implemented security technologies in ecommerce development.
* Designing the **WCF Service** based on the requirement and created separate WCF services project which is **integrated with BLL.**
* Used **Test Driven Development (TDD).**
* Implemented security technologies in ecommerce development.
* Consumed the WCF services using **JQuery Ajax calls** to enable effective communication
* Extensively used **Visual Studio 2010** development tool for building Web Application.
* Developed **UI workflow** to add default price list when new products are created.
* Imported products from a **CSV file** using **Data Maps** and **Imports**.
* Analyzed business processes to identify challenges and created solutions through the use of database and communication software across the entire company
* Manage database security, Design, develop and implement automated data backup.
* Developed database objects like **Tables, Views, Stored procedures** in **SQL Server 2008.**
* Analyzed test results, including user interface data presentation, output documents, and database field values, for accuracy and consistency.
* Assisted in preparing presentations and scheduling meetings
* Involved in complete SDLC life cycle of the application.
* Prepared unit test cases and performed **N-Unit Testing** prior to system implementation
* Based on the support tickets, fixed bugs on priority basis.
* Migrated windows applications from **VB6** to **VB.Net**.

**Environment:.Net 4.0,MS Dynamic CRM 2011/2013, Asp.Net MVC 3, C#.Net, Entity Framework, AJAX, JSON, Agile-scrum, HTML, IIS 6.0, MS Visual Studio 2010, jQuery, Bootstrap, TDD, N-Unit, WCF, VB6, Windows Application, SQL Server 2008, SSIS and SSRS.**

**Weka Health Solutions, Boston, MA July 2012 – Nov 2013**

**Role: Microsoft Dynamics CRM Developer.**

**Description:** While vaccines continue to save countless lives, many people never receive this simple form of protection. To inoculate more people against diseases, clinicians need an easier, more effective way to safely store vaccines and manage inventory. Each dosage is fragile and expensive.

**Responsibilities:**

* Installed **MS Dynamics CRM 2011**for different machines and set up new environments for the new

Version.

* Involved in the **migration** from **Microsoft Dynamics 4.0** to**MS Dynamics CRM 2011**
* **Extended**and **configured Dynamics CRM Mobile.**
* Exported different **customizations** from MS Dynamics 4.0 and imported them to MS Dynamics 2011
* **Updated** various entities, form, and other views for the new MS Dynamics CRM 2011 from Microsoft CRM 4.0
* Used **Windows Communication Foundation WCF**in the .Net Framework for building connected, service oriented applications
* Used **WinForms**as part of **Microsoft's .Net Framework**, providing access to Microsoft Windows

Interface elements by wrapping the existing **Windows API** in managed code

* Resolving lot of MSCRM Outlook Client issues with users, both the Offline Client and the Online Client
* Did lot of installing/uninstalling and configuring user's crm, by remote accessing their desktops
* Used **NHibernate**Framework for mapping an object-oriented domain model to **SQL** and **Sybase**databases.
* Did lot of queries and work in Advanced Find
* Did lot of data cleaning, data migration and data integration Working on Scribe and running Scribe DTS Packages **Installed** Microsoft CRM 4.0 in different machines
* Install and configure **MS Dynamics CRM Client for Outlook** for some of the users.
* Customized MS CRM 4.0 on the client side to meet user needs. Created JavaScript code to generate dynamic CRM Forms. Create **JScript** Retrieve, Retrieve Multiple and FetchXml code using XMLHTTP to fetch/retrieve data from different entities using CRM web service. I did Mapping of the fields between two entities to pre-populate form fields.
* Created **automated workflows** to generate tasks/activities for different users to perform various under cover tasks when a new case comes.
* **Created custom entities** and **views**, imported, and exported the **customizations**
* Installed and worked on **SQL Server 2008** in the development environment
* **Deployed customizations, custom applications** to Production Environment.
* Resolve application issues and answer questions raised by various users and business units regarding Microsoft CRM. Does development work when there is less support work Opened new tickets, logged new cases with Microsoft CRM Support group and work directly with Microsoft to resolve pending issues.
* Provide different workarounds for various Microsoft CRM user issues and errors that users face.

**Environment: MS Dynamic CRM 4.0/2011/2013, Asp.Net, WCF, C#.Net, NHibernate, HTML, IIS 6.0, Scribe, MS Visual Studio 2010, jQuery, JScript, WinForms, SQL Server 2008, SSIS and SSRS, Windows Application.**

**Ball Corporation, Baltimore, MD Apr 2011 – June 2012**

**Role: .Net Developer**

**Description:** Ball Corporation has led its industry by providing innovative, valuable packaging products. A strategic initiative, which challenged Ball to ensure the sustainability of the company’s success, named closer alignment with the right customers and markets as an important lever of success.

**Responsibilities:**

* Understanding and analyzing the client’s requirement and involved in **GUI designing** of the application
* Created custom data component using **ADO.NET** to perform database operations
* Created more than 15 normalized data tables, 150 stored procedures in oracle database.
* Involved in the design and development of **WinForms using VB.Net**
* Created custom security component using **VB.NET to encrypt and decrypt data**
* Implemented tracing using Trace listeners and Trace switches and configured the application for debugging
* Created login **XML Web Service** that handles the primary authentication, availability of licenses and generation encrypted key, which would be used for many operations
* Implemented **Custom Error handlers, Custom Exceptions, Custom Error Pages**
* Written e-Mail scheduler application in **ASP.NET** to deliver messages to users on specified date
* Built customized DataGrid control with ascending & descending sort features on each column
* Extensively used **Crystal Reports to generate billing, activity, historical reports**
* Used JavaScript for client side validations wherever necessary along with **.NET** validation controls
* Followed **N-Tier Architecture** development which involves **Presentation Tier, Data Access Tier, Business Tier, Database Tier**
* Closely interacted with **QA team and updated Rational Clear** Quest system after resolving the bugs
* Designed and customized new Microsoft CRM 2011 Online system
* Strategic goal was to develop a new real estate asset class with Morgan Stanley
* Technical goal was to automate property management and construction portals
* Secondary goal was to integrate ERP with CRM via Azure Service bus
* CRM system consisted of 600 licensed users
* Configured CRM user interface, user roles, security, profiles, and workflows
* Developed plug-ins to connect CRM with SharePoint and ERP via Azure Service End Points
* Advanced Developer Extensions (XRM Framework) used to develop portals

**Environment: Visual Studio .NET 2005,.NET Framework 3.0, IIS 6, MSMQ, UML, Oracle, WinForms, XML, XSL, ASP .NET, VB.NET, Oracle, Crystal Reports, and JavaScript.**

**TW Metals, Exton, PA Nov 2009 – Mar 2011**

**Role: Microsoft CRM Developer.**

**Description:** A leading global distributor of specialty metals, TW Metals needed a faster way to identify and respond to sales trends. The company uses Microsoft Dynamics CRM Online (cloud CRM) and Microsoft Office 365 to improve customer sales and help make better pricing and inventory decisions across the company.

**Responsibilities:**

* Implemented new version of **SharePoint Portal Server 2003** and **Windows SharePoint Services**
* Installed **Microsoft Dynamics CRM 1.2** in the local machines
* Customized **SharePoint site templates and menus**
* Customized **Microsoft CRM** to better suit Infotech's dynamic business needs
* Used the **CRM reporting** **tool**to show client reports to the manager
* Used **Advanced Find** in **CRM**to search the client databases in CRM
* Used **SQL 2005** **views** and **stored procedures** in large databases utilizing multiple joins
* Ability to review data and provide sound analysis to clients and customers
* Used **HTML/XML** as part of the web development of the company
* Designed solution using **Microsoft SharePoint Portal Server 2001, SharePoint Team Services, and digital dashboard technology**
* Implemented and configured **SharePoint Portal Server and Team Services**
* Used **Microsoft SQL Server 2000** and wrote simple queries to manipulate the database
* Used **C programming**language to write some **test scripts** for the company
* Used **Microsoft SQL Server Reporting Services 2000 SSRS**to make reports for the clients.

**Environment: Microsoft Dynamics CRM 1.2, HTML/XML,JavaScript, C,SQL Server 2005, Microsoft SharePoint Portal Server 2001, Microsoft SQL Server Reporting services 2000,SSRS, SSIS.**

**Sonata Software, Hyderabad, India Dec 2007– Sep 2009**

**Role: .Net Developer**

**Responsibilities:**

* Extensively worked with **Web Forms using ASP.NET and C#.NET**
* Involved in the database design and data collection using **SQL Server 2005**
* Used **C#.NET** Technology for server side programming
* Used **Data list, Repeater, Data grid, Place Holder controls** to show the data in the UI
* Involved in Developing Components for Business Layer and Data Layer
* Designed and developed **Web Forms using ASP.NET**, for the user interface
* Using the Code behind Class technique and retrieving data using **ADO.NET with ASP .NET**
* Involved in writing Complex queries, stored procedures in **T-SQL**
* Utilized **ADO.NET** technology extensively for data retrieving, querying, storage, and manipulation
* Developed reusable and optimized **.NET components using C#**
* Validated user input on **Web Forms** using validation controls like Compare Validator, Range Validator, Regular Expression Validator, and Custom Validator. Also, Performed Client side validations for the same.
* Writing java script to improve client experience
* Performance tuning of stored procedures

**Environment: C#, ASP.NET, ADO.NET, UML, SQL Server 2005, SSIS, SSRS, Visual Studio 2005.**

**EDUCATION QUALIFICATION:**

* Bachelor’s Degree in Electronic and Communication.