**Srujan R**

**PROFESSIONAL SUMMARY**

* Around 8+ years of IT experience in Software Design and Development with focus on Microsoft Dynamics CRM.
* Utilized methodologies such as Agile, Waterfall and Scrum along with SDLC implementations.
* Experience in developing plug-ins, and workflow and perform sitemap, Ribbon Xml customization for CRM 4.0/2011/2013/2015/Online 2016.
* Experience in developing, and implementation of software applications using ASP.NET, C#, VB.NET, MVC, XML, Java-Script, JSON, IIS, SQL Server and Active Directory.
* Experience in Microsoft Dynamics CRM Data integration towards import/export of data using SSIS and custom application development.
* Expertise in creating web forms, web controls, user controls and validation controls in ASP.Net.
* Experience in use of web services and interacting with MS CRM database using web service methods.
* Experience in designing GUI screens using usability and design principles
* Experienced in Implementing WCF services and consuming using different protocols and implementing features like Security, Debugging and Performance.
* Expertise in database design, table creations, development of Stored Procedures, Views, Functions, Triggers, Complex Packages, Cursors, Indexes, PL/SQL Developer
* Experience in using reporting tools like Crystal Reports, SSRS and SSIS, Dashboard customization with complex charts built from SSRS.
* Experience in designing and supporting business processes, Marketing, Customer service and Sales.
* Experience with integration and functional testing, SCRUM methodologies and Sprints.
* Coordinated with Client in solving the issues related to functional and Development.
* Good knowledge of web development skills like HTML, JQuery, JavaScript and Visual Studio.
* Expertise in generating Entity relationship diagrams to describe the relation between different entities.
* Expertise in customizing the entities, forms, fields etc. with Dynamics CRM SDK.
* Having experience in creating Sitemaps for an organization using XRM toolbox.
* Expertise in working with Message queues (MQ) for Inter Process communication.
* Experience in writing Constraints, Indexes, Views, PL/SQL Blocks, T-SQL, Stored Procedures, Triggers functions and Cursors on SQL Server and Oracle 10G/9i database.
* Ability to manage and deliver results on multiple tasks by effectively managing time and priority constraints.
* Ability to work within a team environment as well as independently.
* Resolved technical issues of varying complexity.
* Have Knowledge on Microsoft Bot Framework, Web Api, Azure cloud Storage.
* Instruct new users on Azure environment and capabilities.
* Work with team members and independently to develop and configure Microsoft Dynamics.

**EDUCATION**

* Bachelor of Technology in Computer Science and Engineering, India.

**TECHNICAL SKILLS**

|  |  |
| --- | --- |
| CRM Software | Microsoft Dynamics CRM 4.0, 2011,2013,2015 |
| .NET Technologies & Programming Languages | C#.NET, ASP.Net, Web Services, ADO.NET |
| Web Technologies | ASP, XML, HTML5, XML, CSS3, JavaScript, JQuery |
| Databases | MS SQL Server 2012/2008 R2/2008 |
| Web/App Servers | MS-IIS |
| Other tools | Visual Studio 2010/2012/2013, Scribe Insight, Ribbon workbench, XRM toolbox, CRM OData Query designer. |
| Reporting Tools | SSRS and Crystal Reports |
| Documentation Tools | Microsoft Word / PowerPoint / Excel. |
| IDE/Tools | Microsoft Visual Studio / GitHub / Eclipse |

**PROFESSIONAL EXPERIENCE:**

**Societe Generale, Chicago, IL. Oct2016- Till Date**

**Dynamic CRM Developer**

Project Description: The project improved customer service efficiency by importing service requests records from the Service & Support teams into CRM, to build a shared, central repository of customer sales and order data. The knowledge base article created in the project provides a comprehensive CRM solution, for Customer Service Representatives to develop and enhance strategies to retain existing customers.

**Responsibilities**

* Involved in requirements gathering, analysis and project planning.
* Performed Implementation of CRM 2016 On - Premises in the organization.
* Performed Guidance to the co-workers regarding CRM Customization.
* Performed upgrade from version 8.0 to 8.1 also transfer solutions.
* Created custom entity's according to the client requirement and their relationships.
* Worked on Client Scripts to handle changes of Business process flow Stages.
* Worked on Out of Box Work Flows.
* Performed uploading of data in to the Business Entities.
* Created Dashboards against the data according to the client requirement.
* Created business process flow to handle the different Stages of Exam.
* Performed Sitemap Editing and Ribbon Customizations.
* Performed integration of CRM with .NET through IFRAMES.
* Developed security policies for Azure cloud Azure
* Assist companies with on premise to Azure cloud migrations
* Capturing data from Microsoft Azure sites.

**Environment:** MS Dynamic 2016, XRM Toolbox, Ribbon Workbench .Net Framework, Visual Studio, 2012, C#, WCF, REST, SOAP Web Services, JavaScript, Windows Server 2012, Azure.

**Bed Bath and Beyond, Union, NJ July2014-Aug2015**

**CRM Developer**

Project Description: Bed Bath and Beyond is a leading provider for specialty engineered parts that are distributed globally. To support this level of business, Bed Bath and Beyond is in need of a solution to track, manage and report on information in support of Sales, Marketing and Customer Service as well as improve the overall communication between internal departments within the organization.

**Responsibilities**

* Customized MS Dynamics CRM 2013 application based on the business requirement.
* Created organizations, business units, Teams and their relationships.
* Created Custom Entities, Custom attributes for individual business entities in MS Dynamics CRM 2013, according to their business requirement.
* Imported contacts from existing application into MS Dynamics CRM 2013 using the CSV file format.
* Created several client-side extensions using JavaScript, CSS3and HTML5.
* Migration of data from Excel source to CRM using SSIS.
* Provided solutions based on the scenarios.
* Worked with Microsoft on strategy for closing business.
* Configuration of MS Dynamics CRM with Microsoft Outlook 2013.
* Engaged Project team and vendors in critical thinking for several issues resolution.
* Ability to multi-task and prioritize depending on the situation and ongoing needs of stakeholders.
* Participated in Software unit testing, integration testing, system testing, test scripts creation
* Worked on Microsoft Azure (Public) Cloud to provide IaaS support to client.
* Create Virtual Machines through Power Shell Script and Azure Portal.   
  Manage and Create Storage Account and Affinity Group in Azure Portal.

**Environment:** Microsoft Dynamics CRM, C#.Net 4.0, Plug in Registration Tool, Visual Studio Team Foundation Server, Ribbon Editor Tool, and MS CRM Developer Toolkit, Azure.

**KYHC, La, CA. Feb2013-July2014**

**CRM Consultant**

Project Description:

KYHC implemented a customer relationship management solution that will help enhance referral generation and management efforts resulting in improved conversion rates. KYHC implemented CRM solution will allow HCR to target their Account activities, Contacts, Invoices, HL7 Interactions, Strategies more efficiently, resulting in an increase in referrals.

**Responsibilities**

* Development of Customized CRM XRM system.
* Created and Maintained documentation and conducted end user training while implementing and supporting CRM system.
* Translated Business Requirements Document (BRD's) to functional specification documents.
* Experience in XML technologies like DOM, XML Schema, DTD, XSLT, SOAP, WSDL, Web Services and WCF Services.
* Customized Dynamic CRM using CRM SDK tool with JavaScript.
* Coordinate and assist with maintaining companywide data integrity for CRM systems as well as all related data feeds scanning functions and system reporting functions.
* Created Project Plan for scheduling resources to pre-sales / POC solution.
* Configured Microsoft CRM for demos.
* Configured and Administered user accounts, profiles, roles and security.
* Integrated SharePoint Document Management with CRM Application.
* Design and Deploy infrastructure in Azure.
* Backup, Configure and Restore Azure Virtual Machine using Azure Backup

**Environment:** Microsoft Dynamics CRM 2013, C#.Net, JavaScript, SDK, IIS 7.0, HTML5, JQuery, Visual Studio 2010, SQL Server 2014/2012, .NET 4.0, SSRS reports.

**Reliance Technologies Inc. Mumbai, India. Jan2012-Feb2013**

**Dynamic CRM Consultant**

Project Description:Reliance Technologies Inc.assists individuals and businesses through our various divisions. We are maintaining and Enhancing Online claims, Claim System consists of the following sections - Claim Overview, Documents and Images and Payments, Notes and Activity Records, followed by a User Inbox showing the Claim tasks from Workflow System.

**Responsibilities**

* Developing the earlier Custom Web portal application using ASP.NET and HTML5.
* Upgrading the plugins and custom workflow libraries code to use the Microsoft Dynamics CRM SDK libraries, Messages etc.
* Upgrading the JavaScript, form design etc. to Microsoft Dynamics CRM 2011 format.
* Migration of Data from Microsoft Dynamics CRM 4.0 to Microsoft Dynamics CRM 2011.
* Reconfigured the Auditing of System and entities in Microsoft Dynamics CRM.
* Upgraded the reports in Microsoft Dynamics CRM 2011 to execute efficiently and correctly.
* Designed and executed the cutover phase strategies to move the load from Microsoft Dynamics CRM 4.0to Microsoft Dynamics 2011.
* Provided Training to end user to use the Upgraded Microsoft Dynamics CRM 2011 system and provided the Post Go-Live support.
* Involved in project deployment planning, implementation and client end user training.
* Was involved in lots of hands on plug in development across the Microsoft CRM platform
* Wrote various SQL queries to extract different data across all environments

**Environment:** MS Dynamic 2011, .Net Framework, Visual Studio2011, 2012, C#, WCF, REST, SOAP Web Services, ASP.NET 3.5, JavaScript, AJAX, MS SQL 2012, MS Visio 2010, Windows Server 2012 Azure.

**Celestial Technologies Ltd, Hyderabad, India. Aug2010-Dec2011**

**Dynamic CRM Consultant**

**Project Description:** Celestial Technologies Ltd is a leading provider of short-term, post-hospital services and long-term care with decades of experience helping patients and their families. Celestial Technologies Ltd has more than 500 skilled nursing and rehabilitation centers, assisted living facilities, outpatient rehabilitation clinics, and hospice and home health care agencies provide an exceptional brand of care.

**Responsibilities**

* Involved in the full life cycle of the project, i.e. from design phase to testing phase.
* Designed and developed the web forms using **ASP.NET** and **VB.NET** Language.
* Worked closely with Product owners to develop new system functionality and **troubleshoot** and correct system bugs.
* Used **AJAX** in some web forms.
* Create **SQL** Server 2008 database tables, **triggers**, Views, **UDFs** and stored procedures and configure using SQL Server Management Studio.
* Web Form and Windows Form design and coding using Master Pages, Server controls, User Controls, **CSS**, **JavaScript**, HTML, **ADO.NET**.
* Used **JavaScript** extensively for client side validations.
* **AJAX, ASP .NET AJAX** Library are used for rich interaction and partial page rendering.
* Application blocks are developed using Microsoft **Enterprise Library 3.0**

**Environment:** ASP.NET MVC 3.0 , Web Services, SOAP, .NET Framework , Entity Framework, Visual Studio 2010, Angular JS, AJAX, XML, HTML, CSS, VB Script, MS-Excel, SQL Server 2008. WCF, Windows Services, VSS.

**Pyramid softsol private limited, Hyderabad, India. July2008-Aug2010**

**Dynamics Developer**

**Project Description:** The project was mainly about upgrading from CRM 2013 to CRM2015 while adding new features in windows services and CRM system to meet the changing requirements from both the customers and the company. With the project being completed in the future, the CRM system would be more secure by data filtering and more powerful for marketing usage.

**Responsibilities**

* Involved in all stages of the Software Development Life Cycle.
* Analyzed the system requirements, entire **business process** and designed Entity Relationship Diagrams.
* Designed and developed UI, User Controls, and Client-Server Side Validation Controls using ASP.NET, **MVC, JavaScript,** **JQuery** and Knockout JS.
* Developing stored procedures, functions and **triggers** in Oracle database for modifying existing **business logic** and adding new functionalities.
* Used **Sitemap** control for site navigation.
* Wrote a wrapper class for the proxy class for logging the request and response of a Web Service.
* Designed and Developed the **Webpage** for testing the **Web services** in various environments.
* Designed and developed the web forms using **ASP.NET** and **VB.NET** Language.
* Having good knowledge in writing the stored procedures, triggers using SQL in **SQL** Server 2005.
* Created the **AUTs** using the **VSTF** for both services and UI.
* Perform unit, end-to-end, performance and user acceptance tests to ensure applications function per requirements.

**Environment:** ASP.NET, VB.NET, XSLT, SOAP, VSTF and SQL Server 2005, AJAX, UNIX, LINUX, Windows 7/XP.