**Name:** Murali

* **8+ years** of experience in full life cycle software development using Microsoft technologies.
* **7 years** of experience using Microsoft CRM 1.2/3.0/4.0, 2011, 2013, 2015, 2016.
* **7 years**of experience with integrating **Microsoft CRM** and  other third party clients and software’s like**C360**, **Scribe, BizTalk**
* Expertise in designing and developing web applications using **ASP.NET 3.5/2.0 /1.1**and more recent versions**.NET 3.0 / 3.5**including features like**ADO.NET.**
* Developed applications using **C, ASP.NET, VB.NET, WPF, XAML, XML, Flash and Flex.**
* Utilized methodologies such as Agile, Waterfall and Scrum along with SDLC implementations.
* Strong experience in writing **stored procedures triggers** and **user defined functions** using **SQL Server 2000/2005/2008/2012**.Developed reports using **SQL Reporting Services 2000/2005/2008 SRS**and experience in optimization of stored procedures using **SQL Profiler**.
* Good experience in **Object Oriented Methodologies** OOAD**, Service Oriented Architecture** SOA
* Exceptional ability in using tools like **Visual Studio**also used source controls like **VSS.**
* Knowledge of database design, coding development, project **communication and team management**.
* Excellent communication and interpersonal skills, self-motivated, quick learner and determination to learn new technologies, strong troubleshooting skill and good Team player with excellent interpersonal and team work skills.

**Programming:**

* **.Net:** **ASP.Net**, **C**, **VB.Net**, ADO.Net, Web Services
* Database:**SQL Server 2008/2005**, SQL Server Reporting Services SSRS , SQL Server Analysis Services SSAS , Oracle, DB2, MySQL, Access
* Java, C , C, Visual Basic, Pascal, Delphi, Basic, Cobol, RPG IV, JCL, SQL
* J2EE: JSP, Servlets, EJB, Java Beans, JDBC, JavaMail
* Object oriented analysis and design, UML, MFC/OWL Windows development, TCP/IP, MQSeries

**Internet Development:**

* **HTML**, DHTML, CSS, **XML**, XSL, XSLT, JavaScript, WML, CGI, Perl, PHP, Flash, AJAX, Silverlight
* Microsoft IIS, WebSphere, WebLogic, JRun, Tomcat, Apache, Lotus Domino Go**Applications**
* **Visual Studio 2010/2008**, Dreamweaver, FrontPage, PhotoShop, Illustrator, Acrobat
* WebTrends, Ektron, Documentum, PVCS, Lotus Notes, Baan

**Computer/Technical Skills:**

**C/C ,** **C , ASP.NET,VB.NET, JAVA, JAVASCRIPT**, HTML, **SQL,** TSQL,SQL PLUS, PLSQL, WML, XML, WAP, XSL, XHTML, DHTML, PASCAL, BASIC, VHDL, ASSEMBLY LANGUAGE, COLDFUSION, A CERTIFIED, PC Configuration

**Platforms**:

Windows 2008/7/Vista/2003/XP/2000/NT, Unix, Sun Solaris, Linux, HP-UX, DOS, Mac OS, OS/400

**TECHNICAL SKILLS**

|  |  |
| --- | --- |
| **Languages** | C , VB.Net, ADO.Net, SQL, TSQL, XML, ADO, 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, WPF, WCF, WWF, SOAP, SharePoint, IIS 5.0/6.0, .NET Remoting, AJAX 1.0 |
| **Databases** | MS SQL Server 2000/2005/2008, Oracle 8, PL/SQL, Salesforce.com |
| **Operating System** | Windows XP/2000/9x,Vista, Linix, Unix, Mac |
| **Reporting Tools** | S QL Reporting Services 2000/2005, Crystal Reports 9.0 |
| **Development Tools** | V isual Studio.NET 2008/2005/2003,Query Analyzer, SQL Profiler, WinCVS, iSQL Plus, |
| **ERP/CRM Applications :** | MS CRM 1.2/3.0/4.0, SAP.Net Connector,SAP CRM |
| **Designing Tools** | MS Visio 10 |
| **Other Tools** : | Scribe,Biztalk,Windows Active Directory,Winforms,Filemaker |

**Professional Experience:**

**Client: US Bank, Richfield, MN Sep 2016- Present**

**Role: Microsoft Dynamics CRM Developer**

* Interacting with stakeholders to gain an understanding of the business environment.
* Requirement gathering, analysis and project planning.
* Customizing MS CRM on business requirement.
* Working on **Microsoft Dynamics CRM 2016** application and was involved in both designing the **architecture** of their CRM systems as well as **development** of the platform
* Working as a **MS CRM Administrator** for all Microsoft Dynamics CRM environments in the system.
* Providing team with **multiple reports** each week like **Weekly Sales Pipeline**, **Won and Loss Opportunities, Opportunity Product** etc.
* Creating **custom dashboards**, **graphs, charts** etc. for different sales team on a regular basis
* Creating and modifying different **custom views, entity views, quick views** etc. for various sales team in the organization
* Installed and configured **MS Dynamics CRM Client for Outlook** for different users in the organization.
* Providing **round the clock support** to various sales reps and different sales managers that were using Microsoft Dynamics CRM across all instances
* Involving in lots of hands on **Technical development** across the **Microsoft CRM** platform using web services and web resources of **MSCRM** and **SDK** in terms of **Workflows** and **Plug-ins**.
* Working on various data extract requirements to move bulk data from **Microsoft Dynamics CRM**
* Writing **custom workflow activities** to achieve various sales requirements for the platform
* Writing **system workflows** and **dialogs** in CRM to streamline different sales processes in the organization
* Working on **customizing** Microsoft Dynamics **CRM securities, hierarchies, roles, profiles** etc.
* Working different **Java scripts** to satisfy different **field customizations** along the **Microsoft CRM platform**
* Using different **webservices** like **CrmService** for **Microsoft Dynamics CRM SDK**
* **Maintaining** all the different Microsoft Dynamics CRM environments in the system on a weekly basis
* Used **LINQ** especially to **retrieve data** from Microsoft Dynamics CRM
* Working with **Microsoft Services** regularly both through **emails** and **phone calls** to provide **support.**
* Providing **alternate solution** to **correct** different **sales approaches** and various **sales processes** to **capture data** in the multiple **Microsoft Dynamics CRM** environments
* Installing, configuring, and managing Dynamics CRM server.
* Customization of application using **JavaScript** and **Visual Studio.**
* Development of plugins, Custom Workflow using **C#.**
* Implement ASP.Net Project with **MS CRM** using **Web Services**.
* Developing several custom reports using **SSRS.**
* Developing out-of-box workflows and custom workflows for CRM 2016 based on user needs.
* Providing training for **Microsoft CRM 2016** to different business users and sales reps of the organization and wrote user training manuals for the same.

**Client: CISCO, San Jose, CA Jan 2015- Aug 2016**

**Role: Microsoft Dynamics CRM Developer**

* Was the Microsoft Dynamics CRM Developer for all Microsoft CRM projects in the organization
* Was involved in lots of various **entity customizations** to streamline various business processes for the state
* Installed and configured **MS Dynamics CRM Client for Outlook** for all the power users
* Wrote different **email workflows** using the **Microsoft Dynamics CRM client for Outlook**
* Developed and did **Sharepoint Integration with Microsoft CRM** to achieve specific client requirements
* Was involved in lots of hands on **plug in development** across the Microsoft CRM platform
* Did various **UI customizations** to satisfy different business requirements of the organization
* Build and customized lots of different **workflows** to automate various business processes
* Was actively involved in regular **automated deployments** and also did lots of hands on development to make deployments of new customizations easier and faster
* Installed **Microsoft CRM 2013** for the client and was involved in customizations deployment into the new CRM
* Provided training for **Microsoft CRM 2013** to the power users of the organization and wrote user training manuals for the same
* Was responsible for **Microsoft CRM 2013** migration and worked directly with the database development team for data migration requirements of the client
* Started using **Microsoft CRM 2015** and designed a document regarding **migrating** to **Microsoft CRM 2015** from**Microsoft CRM 2013**
* Designed an **user manual** regarding the new changes in **Microsoft CRM 2015** in order to **train**users about the new Microsoft CRM
* **Installed** **Microsoft CRM 2015** in new machines
* Wrote an **Installation Manual** in order to provide easier installation processes in the future to help client's own technical development team
* Used **SQL Server 2012** to write specific queries to search the state database to get different county records
* Wrote different **stored procedures** in **SQL Server 2012** to enhance different existing Microsoft CRM buttons like**Advanced Find** to achieve more functionalities
* Used **SQL Server Reporting Services SSRS 2008 R2**to make custom reports and generate it on a weekly basis
* Did **performance tuning** on a regular basis and used **HP Load Balancer**
* Used **SQL Server Integration Services SSIS**and developed different event handlers to design various workflows
* Wrote different **Javascripts**to satisfy different **field customizations** along the Microsoft CRM platform
* Used different **web services**like **CrmService**for **Microsoft Dynamics CRM SDK**
* Worked on **XML** files especially during editing the **customization XML** file with **schema validation**
* Used **LINQ** especially to **retrieve data** from Microsoft Dynamics CRM
* Wrote code using **C**and **Server Connection** helper **class** and **methods** with **Microsoft Dynamics CRM Webservices**
* Did lot of testing like **Unit Testing** along the different environments of Microsoft Dynamics CRM
* Used **Windows Communication Foundation WCF**in the **.Net Framework** for building connected, service oriented applications
* Worked in **Windows Active Directory**and did some troubleshooting with user groups
* Used **Genesys** to integrate Microsoft CRM to achieve **Computer Telephony Integration**

**Client: KwikCallInc, Brooklyn, NY May 2014- Nov 2014**

**Role: Microsoft Dynamics Developer**

* Was a Microsoft Dynamics CRM Developer for a few financial clients for the company like **MoneyGram** and**North Western Mutual**
* Worked on **Microsoft Project** and designed the **Project Plan** and made sure each delivery was met
* Was involved in **database design modifications** and subsequent **reporting requirements**.
* Worked with **CRM webservices** and the **webservices** **API**and integrate it with **ASP.NET**
* Created **JavaScript** code to generate **dynamic CRM Forms**
* Opened new tickets, logged new cases with **Microsoft CRM Support group** and work directly with Microsoft to resolve pending issues
* Used **ASP.NET** and made **webforms** to integrate it with **MSCRM**
* Did **Sharepoint** Side of **Integration** with **Microsoft CRM**
* Used **SQL Server Reporting Services SSRS 2008 R2**to make **custom reports** and generate it on a weekly basis
* Was involved in lots of hands on **plug in development** across the Microsoft CRM platform
* Made separate environments of Microsoft CRM, like DEV, Production, Test etc.
* Was involved in writing lot of **support documentation** for Microsoft CRM to help various client's users
* Installed and worked on **SQL Server 2008** in the development environment
* **Deployed customizations, custom applications** to Production Environment.
* Worked on **Remedy Ticketing System** to keep track of various Microsoft CRM support tickets
* **Integrated** **Informatica** with **Microsoft CRM 2011** to achieve **database design specifications** of the client
* Resolved lot of **MSCRM Outlook Client** issues with users, both the Offline Client and the Online Client Version
* Installed **MS Dynamics CRM 2011**for different machines and set up new environments for the new
* Was involved in the **migration** from Microsoft Dynamics 4.0 to**MS Dynamics CRM 2011**
* Created **automated workflows** to generate tasks/activities for different users to perform various under cover tasks when a new case comes in.
* Used **Windows Communication Foundation WCF**in the **.Net Framework** for building connected, service oriented applications
* Worked in **Windows Active Directory**and did some troubleshooting with user groups
* Wrote different **stored procedures** in **SQL Server 2012** to enhance different existing Microsoft CRM buttons to achieve more functionalities
* Used **SQL Server 2012** to write **specific queries** to search the company database to get specific client records
* Used both **Agile** and **Waterfall**processes for project management

**Client:Mathwizard Inc. Columbus, OH July 2013 - Apr 2014**

**Role: Microsoft Dynamics CRM Developer**

* Was the senior Microsoft Dynamics CRM Developer for all Microsoft CRM related applications of the company
* **Installed** Microsoft CRM 4.0 in different machines
* Later **installed** Microsoft CRM 2011 in different machines as well
* Thus,was involved in the **migration** from Microsoft Dynamics 4.0 to**MS Dynamics CRM 2011**
* **Set up** new environments for Microsoft CRM like **DEV, TEST, QA, Production** and had to **maintain** these environments on a regular basis
* Was involved in lots of various **entity customizations** to streamline various business processes for the company
* Installed and configured **MS Dynamics CRM Client for Outlook** for a lot of users
* Wrote different **email workflows** using the **Microsoft Dynamics CRM client for Outlook**
* Developed and did **Sharepoint Integration with Microsoft CRM** to achieve specific client requirements
* Wrote lot of **technical documents** involving **Microsoft CRM Plugins**, **Workflows** etc.and updated it on the **Sharepoint Site**
* Was involved in lots of hands on **plug in development** across the Microsoft CRM platform
* Did various **UI customizations** to satisfy different business requirements of the organization
* Created **automated workflows** to generate **tasks/activities** for different users to perform various **tasks**in order to satisfy the business requirement of the team
* Wrote **JavaScript** code to generate **dynamic CRM Forms**.
* Used **Javascript**to achieve various field customizations in the **Microsoft CRM entities**
* Was actively involved in regular **automated deployments** and also did lots of hands on development to make deployments of new customizations easier and faster
* Used **SQL Server 2008** to write specific queries to search the company database to get different user records
* Wrote different **stored procedures** in **SQL Server 2008** to enhance different existing Microsoft CRM buttons like**Advanced Find** to achieve more functionalities
* Used **SQL Server Reporting Services SSRS 2008 R2**to make custom reports and generate it on a weekly basis
* Did **performance tuning** on a regular basis and used **HP Load Balancer**
* Used different **webservices**like **CrmService**for **Microsoft Dynamics CRM SDK**
* Worked on **XML** files especially during editing the **customization XML** file with **schema validation**
* Used **LINQ** especially to **retrieve data** from Microsoft Dynamics CRM
* Wrote **custom aspx pages** to integrate with Microsoft CRM using **ASP.NET**
* Worked in **Windows Active Directory**and did some troubleshooting with user groups
* Used **Genesys** to integrate Microsoft CRM to achieve **Computer Telephony Integration**
* Did lot of testing like **Unit Testing** along the different environments of Microsoft Dynamics CRM
* Used **Agile** and later **Waterfall**process for project management
* Worked directly with the **Genesys Team, Database Team, Business Analyst BA Team** and the **Testing Team** to meet the **target deadlines** of the project

**Client: Coldwell Banker’s, Madison, NJ Sep 2011 - June 2013**

**Role: Microsoft CRM Developer**

* Extensively used personalization, web site branding, custom web parts, content types,
* Infopath forms, and custom workflows using Windows Workflow Foundation.
* Used C360 to enhance MSCRM features and track, analyze all changes made to CRM
* Used CRM SDK to access MSCRM data as well as insert leads into CRM
* Used Web Services to communicate between layers
* Developed and integrated the payment gateway using Authorization.NET principles
* Used C to write the code and develop the User Interface and built UI class libraries
* Worked in Windows Active Directory and did some troubleshooting with user groups
* Customized and extended MS CRM 3.0 with callouts to automate some tasks.
* Created custom .NET Web Applications to extend Microsoft CRM 3.0.
* Developed custom ASP.NET module to read, track and validate the XML requests.
* Developed custom action dlls using C for pre and post callouts.
* Developed JavaScript queries on MS CRM Forms.
* Created custom entities and views, imported and exported the customizations
* Deployed customizations, custom applications to Production Environment.
* Developed a conceptual design with programmers for easy migration of existing databases
* Performed system and code audit and documented Infrastructure Improvement Proposals aimed to improve reliability, scalability and robustness
* Wrote technical specifications and also helped define the testing requirement specifications
* Identify and document/diagram opportunities for streamlining processes by applying latesttechnologies and development practices
* Write technical impact analysis documents for new/modified functionality for webapplications and database schema structure
* Worked on Microstrategy for reporting and analysis of various data
* Used Microstrategy to monitor performance measurement using dashboards and reports
* Employed CRM Workflow functionality to streamline business processes
* Successfully upgraded from Microsoft CRM 3.0 to Microsoft CRM 4.0
* Installed CRM Outlook add-on on all end-user machines
* Functionality and Regression Testing, testing related functions, bugs and interfaces
* Did coding and wrote commands in UNIX
* Configuration Management Testing, robustness, reliability, Security andCompatibility Testing
* Interoperability/Integration Testing, Globalization/Localization/User Interface
* Develop test cases, write test scripts based on requirements and design specifications
* Worked on database platforms like Access, SQL Server and Oracle
* Developed filemaker database, write custom functions, worked on ODBC, SQL and JDBC
* Did some Microsoft CRM integration with other software using Scribe
* Created and organized a web project plan to identify/list project requirements/objectivesfor successful implementation
* Tasks organized and structured based on logical completion .Estimated hours for each task
* Assigned resources to tasks allocating appropriate work time percentage for each task
* Demonstrated innovation and problem solving skills on project
* Identified and implemented transparent solution for integrating public website with thirdparty application
* Designed and developed a database for hosting product information
* Designing of entities both system and custom
* Customization and Configuration of CRM using application
* Configuration of isv.config file, callout.config, workflow.config
* Used Crystal Reports Version 10 to develop and deploy foreclosure reports
* Used ASP.NET in making webforms for housing department website

**Kubota Global Torrance CA Feb 2010 – Aug 2011**

**Role: MS CRM Application Developer:**

* **Installed and configured SharePoint** in multiple environments development, testing,production
* **Migrated SharePoint sites** from test server to production
* Worked with a lot of **healthcare** clients and a lot of **hospitals**and was involved in
* customizing, developing and implementing Microsoft CRM for them
* Researched and tested **workflow** and other third party products for SharePoint
* **Customized SharePoint** for Protech including **custom lists, web parts, themes and siteTemplates**
* As a team mentor, guided a development team of five people in **rolling out** of
* **Microsoft CRM 4.0** for companies new clients
* Worked in Protech's very own software product **Protech CRM-For-Members**and
* Developed many Protech's Member's CRM and troubleshooted various CRM issues
* Created several custom **SharePoint 2007 web parts** for internal web site migrationProject
* Used **Crystal Reports** Version 10 to develop client database reports
* Created **SharePoint support site** for users to use as a **knowledge base**
* Created **documentation** and **trained administrators** and tech support personnel in**SharePoint**
* Used **Microsoft CRM 4.0 SDK** to develop **workflow assemblies**
* Mentored SharePoint developer/administrator on writing custom **SharePointweb parts** in **C**
* Wrote a reusable banner control implemented on a **master page**
* Upgraded the system and added several new ASP.NET modules for working with the messaging backbone provided by IBM Websphere MQ.
* Created custom .NET Web Applications to extend Microsoft CRM 3.0.
* Developed custom ASP.NET module to read, track and validate the XML requests.
* Developed custom action dlls using C for pre and post callouts.
* Developed JavaScript queries on MS CRM Forms
* Worked on Sitemap.config file to customize navigation links.
* Modified the ISV.config file to show different navigation buttons on CRM entity forms, grid view etc.
* Created custom entities and views, imported and exported the customizations.
* Created staging environment for testing purposes
* Accomplished substantial improvement in the system after performance tuning.
* Deployed customizations, custom applications to Production Environment.
* Successfully **upgraded** from Microsoft CRM 3.0 to 4.0Allows banner content and images to be changeable dynamically
* Write Client Reports using **Microsoft SQL Server Reporting Services 2000,2005**
* Worked on **Transact SQL scripts** and also on Business Logic Customization
* Used development systems as **Microsoft Visual Basic, Business Intelligence Studio**
* Did development in **C**and modified the customization in **Microsoft CRM**
* Did development in **VB.NET** to modify some customizations within Microsoft CRM
* Use lot of **Javascripts** for Customizations within CRM

**Client: Caridon Connect – Pune, India. Feb 2009 – Dec 2009**

**Role: Microsoft CRM Developer**

* 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
* Proficiency in H R Block's Tax Software
* Created migration plan for moving from **SharePoint Portal Server 2001 to SharePoint Portal Server 2003**
* Architected 24/7 high availability architecture for **SharePoint Portal Server 2003 and SQL Server**
* Maintained Client Databases in **SQL Server 2005** and wrote complex queries
* Implemented and configured **Microsoft SharePoint Portal 2003, Windows SharePoint Services and MS SQL Server 2000**
* Used joints and tables to derive reports from client databases
* Used the **Report Designer** in SQL **Server Reporting Services SSRS**to make reports
* Used **Microsoft Dynamics CRM 3.0** to keep track of business leads and opportunities
* Used **Microsoft CRM** **workflow** functionalities to customize companies’ business needs.

**Client: Avaya Global Connect, Ahmadabad, India May 2008 –Jan 2009**

**Role: SQL Programmer**

* 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.