Janani Ramesh
MSD CRM Consultant

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PROFILE

- An accomplished engineer with 3+ years of experience as a Microsoft Dynamics 365 CRM functional consultant, offering technical expertise in resolving day-to-day issues and fulfilling requirements.
- Currently working as an MSD CRM Consultant with Hands-on experience in delivering End-to-End CRM Solutions based on Business Requirement.
- Experienced in requirements gathering, system configuration, customization, testing, user training and support in CRM sales and services.

SKILLS – Tools and Technologies

Programming languages:
C++, Java, JavaScript

Databases:
SQL Server Management System, Oracle DB

Operating Systems:
Windows, Linux (Basics)

Query Languages:
SQL, PLSQL

Cloud Platforms:
Microsoft Azure

Power Platform Tools:
Power Automate, Power Apps, Power Portal admin

Web Development:
HTML, CSS, AngularJS

Azure Tools:
Azure DevOps Server, GIT

Azure services:
Service Bus, Azure Synapse Analytics, Application Insights, Function App, Resource Groups

Ticketing Tool:
ServiceNow

PROFESSIONAL EXPERIENCE

LTIMindtree – Chennai, India
CRM Consultant - October 2021 – Present

- Responsible for Production issues, debugging custom codes and will deliver configuration changes.
- Quick turn-around on any Production Issues with the mitigation plan and adhered to SLA commitments for low to high priority incidents resulting in timely resolution and achieving high client satisfaction.
- Handling multiple client calls and subsequently streamlined them to use the tools designed for enhanced recoverability based on their requirement.
- Managing ITSM process Incident, Task, problem on Service Now within SLAs and adhering to Change advisory board principle for making infrastructural changes.
- Have hands-on experience on developing & resolving the Bugs using Azure DevOps.
- Worked with clients, identified different business challenges and proposed few solutions by refining, analyzing, and structuring relevant data.
- Currently working in Service & Sales Module of CRM and have basic knowledge on Integration like XpertDoc, Experlogix, K2 Workflow, Kingsway Packages.
- Developed Standard report of Daily monitoring activities by fetching data from Azure and Power Portal services to give an overview to our Business Stakeholders.

LTIMindtree – Chennai, India
Graduate Engineer Trainee – July 2021 – Oct 2021

- Trained in Core Java (Angular, Node JS, Jenkins, Maven, Spring, Hibernate, GIT, RDBMs, SQL)
- Trained in Configuration and Customization of D365- Finance & Operation
- Trained on Power Platform in Power Apps (Model Driven Apps), Power Automate (MS Flows), Power BI and Power Virtual Agents (Chatbot)

CERTIFICATIONS

- Microsoft Certified: Power Platform Fundamentals (PL900)
- Microsoft Certified: Power Platform App Maker Associate (PL100)
- Microsoft Certified: Power Platform Functional Consultant Associate (PL200)
- Microsoft Certified: Dynamics 365 Core Finance and Operations (MB300)
- Microsoft Certified: Dynamics 365 Finance and Operations Apps Developer Associate (MB500)

ACHIEVEMENTS

- Selected in the top 100 teams on the global hackathon organized by LTI during 2021-2022.
- Worked on few Priority issues during Hypercare Support during New countries Go-Live.
  "Appreciate the work done on the weekends. Also giving support urgent activities during the personal leaves."

INTERESTS

- DevOps
- Testing

EDUCATION

Bachelor 's in information technology (B. Tech)
Madras Institute of Technology, Anna University, Chennai
06/2017 -06/2021 **CGPA** - 8.36/10