**ARAVIND THOTHATRI**

**PROFESSIONAL SUMMARY:**

* A dynamic and committed professional, possessing over 10 years’ of Information Technology experience 7 years developing, enhancing and implementing Microsoft CRM and Dynamics CRM solutions
* Microsoft Dynamics CRM Certified in areas of Technical, Functional, Installation and Configuration.
* Managed Microsoft CRM team in Development and Deployment aspects
* Participated in Microsoft CRM 2013 Development, Administration and Troubleshooting training
* 1.5 years of experience in Microsoft CRM 2013 Development
* Experienced customizing Microsoft Dynamics CRM 2011 plugins, custom workflows and automating processes using C#
* 4 years of experience working with Scribe including Integration/Migration, techniques and concepts
* Implemented CTI Integration for Microsoft Dynamics CRM 2011
* Good Understanding of BizTalk integration concepts
* 6 – 9 Months of experience integrating Customer, Lead data from AX 2012 ERP to Microsoft CRM
* Integrated and Migrated data from AX, Great plains (ERP), Legacy systems, Sales force CRM, PeopleSoft, Goldmine CRM and Microsoft earlier versions (3.0, 4.0) to Microsoft Dynamics CRM 2011
* Experienced migrating data from Microsoft Dynamics CRM 4.0 to the Microsoft Dynamics CRM 2011 platform
* Well versed in working with the Marketing, Sales and Service Modules of MS CRM.
* 2.5 years of experience working with WSS 3.0, MOSS 2007
* Extensive experience developing and implementing C#, ADO.NET and Microsoft SQL Server based code
* Possesses excellent analytical, communication, problem solving and documentation skills.
* Experience in Software as a service/cloud delivery model

**TECHNICAL SKILL SUMMARY:**

|  |  |
| --- | --- |
| **CRM Software** | Microsoft Dynamics CRM 2013, 2011, 4.0, 3.0, 1.2 |
| **.NET Technologies** | C#, ASP.Net 2.0/3.0,3.5,4.0, Web Services, WCF, ADO.NET, CTI Integration, BizTalk |
| **Languages** | C, C#, TSQL, UML |
| **Web Technologies** | MOSS 2007, SharePoint Designer, ASP.NET, XML, HTML, CSS, JavaScript, Jscript |
| **Databases** | MS SQL Server 2000/2005/2008/2012 |
| **Web/App Servers** | MS-IIS |
| **Other tools** | Visual Studio. Net 2003/2005/2008,2010, 2012, Scribe Insight 7.6, 7.5, 7.0, 6.0, Microsoft CRM, AX 2012 and Great Plains ERP, Salesforce.com, Goldmine CRM Adapters |
| **Version Controls** | Visual Source Safe(VSS) 6.0/2005, TFS 2010 |
| **Methodologies** | Agile, Waterfall, E-R Modeling |
| **Data modeling tools** | MS Visio 2010 |
| **Reporting, Integration Tools** | SSRS Reports Development, SSIS, KingswaySoft, Cozyroc |
| **OS** | Windows Server 2008 R2, Windows XP/NT/2000/2003, 7, 8 |

**PROFESSIONAL EXPERIENCE:**

**GAF, Wayne, NJ Mar 2013 – Till date**

**CRM/Scribe Developer**

**Project: CRM 2011-2013 Upgrade**

Key contributor to the CRM 2011-2013 upgrade developed and deployed the following code

* Upgraded 2011 Jscript code to 2013
* Developed and Tested Plug-ins and custom workflows code using C#
* Upgraded CRM 2013 on top of 2011 app server / In Place
* Created SSRS queries and modified required tables

**Inside Sales Project**

Custom Development utilizing C#, SQL and Jscript

* Account Share plugins
* Custom workflows used to trigger activity using email templates
* Managed a product catalog from a custom SQL Database
* Product attachments auto uploading functionality during activities creation
* Product kits management and Pre-entity plug-ins
* Opportunity closure based on Bid date
* Product Specification alert plugin with duplicate detection feature
* SSRS Reports based on Opportunity Status
* Used Jscript to fill Opportunity Status for new Opportunities

**Project-Iteration-Work Item Estimation**

Primary resource for setting up Project/Iteration/Work Item entity to keep the Estimated and actual hours in sync with Project

* Customizing Project, Work Item entities and creating attributes
* Migrating the data from CSV to Project and Work Item entities
* Setting Relationship between Project and Work Item entities
* Implementation of method to perform aggregate Retrieve Multiple query using FetchXML
* Update Plug-in for Parent Project entity with Aggregate values
* Estimation Validator Plug-in
* Project Vs Work Item SSRS Report

**CTI Integration:**

Involved in CRM “Phone call” integration with Microsoft Dynamics CRM and configured “Skype” integration client setup install

**AX 2012 Customer Data Integration:**

* Integrating customer, Lead data from AX to Microsoft CRM 2011
* Scheduling of the AX Integration to keep the data in both applications in sync
* Trouble shooting issues relating to customer data and fixing it

**Distributor and Data Migration Management:**

Completed the following tasks utilizing the Scribe Integration and Scheduling Tool

* PeopleSoft to Microsoft CRM Account jobs
* Product Specification alert load from daily XML file to Microsoft CRM Opportunity
* Leads management from third party data (CSV)
* Coverage Inactivation based on User Inactivation

**Responsibilities:**

* Analyzed requirements and estimated the efforts required for CRM related AGILE based development
* Responsible for creating and customizing CRM entities using C#
* Responsible for setting up production environments and security configuration
* Responsible for developing plugins, workflow, custom API’s, and JavaScript
* Integrated custom code with external applications based on requirements using Visual Studio 2012
* Responsible for leading efforts to support CRM production environment after first phase launch of new application resolved defects , worked on enhancement, tracked work orders and solving business related problems.
* Responsible for changing the CRM service accounts in all environments
* Involved in the installation of CRM 2013 for future upgrades
* Responsible for merging, deploying and moving code builds across all environments using VSTS

**Environment:** Microsoft Dynamics CRM 2013, 2011, Microsoft Dynamics AX 2012, MS Dynamics CRM SDK, .Net 4.0, PeopleSoft ERP, C360 CTI Client Install, BizTalk, JavaScript, SQL Server 2008 R2, SSRS, Visual Studio 2012, C#, TFS 2010, Scribe Insight 7.6.1, Scribe Work bench, Scribe console, SSIS, Kingsway Soft, Cozyroc Adapters

**ATRIO SYSTEMS Oct ’12 – Mar ‘13**

**Project:** **Sales** **Forecast Analysis Application:**

* Developed and deployed web resources (J Scripts) used for Account, Contact, Lead, Opportunity, Quote, Sales Orders based on the xRM based the object model
* Developed Dashboard for displaying Sales Order volume
* Developed text boxes used to select list features.
* Developed Forecast based Accuracy reports using SQL Server Management Studio and deployed to CRM

**Responsibilities:**

* Developed custom J Script
* Dashboard development using Visual Studio Business Intelligence Tool
* Developed SSRS Reports
* Tested functionality utilizing the test environment

**Environment:** Microsoft Dynamics CRM 2011, SSRS, JScript

**Client: Atrio Systems**

**Project:** **Sales** **Order Process Application:**

**Responsibilities:**

* Developed Plugins that synchronizes the offline Sales Order to Online including the line item calculations using C#.
* Deployed of plugins using the plugin registration tool.
* Developed calculation of discounts (cash and special discount) using J Script
* Tested functionality utilizing the test environment

**Environment:** Microsoft Dynamics CRM 2011, Plug-in development, VS .NET 2010, JScript

**Client: Atrio Systems**

**Project:** **Practice Management System**

**Responsibilities:**

* Developed DTS used to integrate customers and addresses from Great Plains (ERP) to Dynamic CRM 2011 using Scribe integration tool.
* Migrated contacts from Goldmine CRM to Microsoft CRM 2011.
* Customized Lead, Opportunities to include sales stage logic
* Scheduled XML based Scribe jobs in the Scribe console
* Developed custom J Script
* Tested the functionality in test environment

**Environment:** Microsoft Dynamics CRM 2011, Plug-in development, VS .NET 2010, JScript

**BSS SOFTWARE SOLUTIONS              Feb ‘10 – Oct’ 12**

**Client: Common Wealth Financial Waltham, MA**   
**Project:** **SALES FORCE- Microsoft CRM DATA MERGE:**  
  
**Responsibilities:**

* Requirements Analysis
* Migrated Sales Force data to Microsoft CRM implementing a duplicate record detection feature
* Reviewed Sales Force Logic, and implemented duplicate detection logic, Customizing .INI File
* Implemented Sales Force Logic with Formulas, mappings, Key Cross reference
* Migrated Sales force Entities into Microsoft CRM
* Migrated PROTRACTER application Data into MS CRM
* Tested the Migrated Sales Force data, and migrated tested date to production

**Environment:** Scribe 7.5, Microsoft Dynamics CRM 4.0, Sales Force and Microsoft Dynamics CRM 4.0 data adapters, Scribe workbench, Implementing Key Cross Reference concepts, INI file customizations  
  
**Client: Common Wealth Financial Waltham, MA**   
**Project:** **Scribe Insight 7.5 Installation and Configuration**

**Responsibilities:**

* Installed & configured and setup the Scribe Insight Server and installed and configured Scribe Console and Services,
* Installed Scribe Work bench tool,
* Configured Goldmine Customization for pending data migration
* Configured Scribe Insight Console and configured Scribe Integration Services

**Environment:** Windows 2008 Server, Scribe pre-requisites installation (.NET Framework 4.0, Windows installer 3.1 etc.), Scribe Server 7.5, Scribe Console, Scribe work bench, Scribe Integration Services  
  
**Client: Common Wealth Financial Waltham, MA**   
**Project: Microsoft CRM 4.0-Microsoft CRM 2011 Contact Management Migration:**

**Responsibilities:**

* Analyzed requirements
* Prepared logic to be migrated
* Implementing Logic with Formulas, mappings, Key Cross reference, Customizing .INI File
* Migrating Accounts, Contacts, leads, opportunity into Microsoft CRM 2011
* Testing the Migrated Data

**Environment:** Microsoft CRM 2011, SCRIBE 7.0, Microsoft Dynamics CRM 4.0, Microsoft Dynamics CRM 2011 data adapters, Scribe workbench, Implementing Key Cross Reference concepts, INI file customizations  
  
**Client: Common Wealth Financial Waltham, MA**   
**Project: Goldmine Premium Edition to Microsoft CRM Migration:**.

**Responsibilities:**

* Analyzed requirements and prepared logic to be migrated
* Implemented Logic with Formulas, and data mapped data for cross reference
* Customizing .INI File, Migrating Goldmine Premium Edition Activities into Microsoft CRM
* Testing the migrated Data

**Environment:** Goldmine CRM Premium Edition, SCRIBE 7.0, Microsoft Dynamics CRM 4.0, Microsoft Dynamics CRM 4.0 data adapters, Scribe workbench, Goldmineadapter.xml, Implementing Key Cross Reference concepts, INI file customizations  
  
**Client: Common Wealth Financial Waltham, MA**   
**Project: Client Migration portal**  
  
**Responsibilities:**

* Requirements gathering, Migration based on Time Zones (EST, PST, CST etc.)
* Requirements gathering
* Analyzed Goldmine CRM database structure
* Analyzed the custom columns in Goldmine for each entity determined the gap to be filled during migrations
* Analyzed and mapped client and spouse information and dependents information as Notes
* Implemented Key Cross Reference concepts used for accounts and contacts
* Mapped fields for Accounts, Contacts, ,phone calls, email, fax, appointments, tasks etc
* Implemented business logic using calculated prompt variables
* Implemented MasterUser concepts
* Implemented accurate lookup criteria and mapped data
* Auto-Linked DTS files based on the flow of migration
* Created the required custom Goldmine columns in Goldmineadapter.xml file
* Used QA environment for testing data and moved tested data to production

**Environment:**  
Goldmine CRM, SCRIBE 7.0, Microsoft Dynamics CRM 4.0, Goldmine CRM and Microsoft Dynamics CRM 4.0 data adapters, Scribe workbench, Goldmineadapter.xml, Implementing Key Cross Reference concepts, INI file customizations

**Client: City of BRIDGEPORT, CT**   
**Technical Lead**

**Responsibilities:**

* Configured unique permissions and groups, providing access News and Press releases per department
* Created C# based calendar events from sub sites to top level site
* Developed a permission list web part used to show the department and top level permissions for each user Department Directory, Text only site, Site Statistics, Set site in Internet Zone
* Developed and deployed Web Parts, Anonymous access
* Developed Unit Tested master pages and CSS code

**Environment:** MOSS 2007, SharePoint Designer 2007, C#. ASP.NET, SQL server 2005, IIS  
  
**Client:  RICHARDSON, Philadelphia, US**   
**Project TRAINER PORTAL**

**Responsibilities:**

* Created unique sites, Security Roles, and developed and deployed Web Parts
* Deployed pages in SharePoint site through feature
* created a sub site and list
* Created and Unit Tested Send Email notifications using Event handler, and integrated to external application using web services

**Environment:** Windows server 2003, SharePoint Designer 2007, C#, ASP.NET, SQL server 2005, IIS, MOSS 2007

**POLARIS SOFTWARE LAB PVT LTD                                            Jan ‘08 – Jan ‘10**

**Module Lead**

**Client: IDBI Fortis, Mumbai, India**

**Project: IDBI Portal**

**Responsibilities:**

* Requirements gathering, Gap Analysis, Active Directory Group and user mapping
* Created security roles, and deployed Web Parts and Features

**Environment:** MOSS 2007, LDAP Service, Visual C#., MS SQL Server 2005

**Client: Polaris Chennai, India**

**Project: Sales Agent Portal**

**Responsibilities:**

* Requirement gathering, Gap Analysis
* Created requirement documents and design documents
* Implemented work flows and Security roles, Integration with policy Management system
* Created custom business logic using C# and implemented code in MS CRM

**Environment:** Microsoft CRM 4.0**,** Visual C#., MS SQL Server 2005, SSRS, SSAS

**Client: POLARIS Chennai, India**   
**Project MOSS Accelerator Framework**

**Responsibilities:**

* Created requirement documents and design documents
* Analyzed, developed, tested and consolidated database and file system backup

**Environment:** MOSS 2007, Dot NET Framework 3.5, Visual C#, .NET, Visual Studio 2008.

**Client: Polaris, Chennai, India**

**Project Claims Management System**

**Responsibilities:**

* Requirements gathering, and Gap Analysis
* Created requirement documents and design documents
* Implemented n of work flows and Security roles,
* Created custom business logic and server and client side code
* Generated Reports using SSRS

**Environment:** MICROSOFT DYNAMICS CRM 4.0**,** Visual C#. MS SQL Server 2005, SSRS

**Client: World Bank, Washington DC**

**Project Client Management Platform**

**Responsibilities:**

* Requirements gathering
* Created requirement documents and design documents
* Implemented security roles,
* Created custom business logic and server and client side code
* Prepared of Test Cases used for activity based workflow automation

**Environment:** Microsoft CRM 3.0, MOSS 2007, VSTS 2005, MS SQL Server 2005, IIS 6.0

**SUNDARAM INFOTECH SOLUTIONS PVT LTD                                  Jan ’07 - Dec ‘07**

**Technical Consultant**

**Client: SUNTEL, Colombo, Sri Lanka**

**Project: MS CRM-TELBIZ Integration**

**Responsibilities:**

* Requirements Gathering. Gap Analysis. of the legacy application to be integrated
* Installed and configured Microsoft CRM server and clients
* Customized MS-CRM object model used for integration
* Created and deployed automated workflows and configured MS CRM
* Presented the CRM Built-in features and custom features to the client for review

**Environment:** Microsoft CRM 3.0, Visual Studio 2005, .NET Framework 2.0, J Script, MS SQL Server 2005

**NOVELLSYS TECHNOLOGIES PVT LTD                                      Sep ‘05 – Dec ‘06**

**Technical Consultant**

**Client: ERT Group Inc, Florida, US**

**Project: Customer Web Portal**

**Responsibilities:**

* Performed Requirements Gathering, Analysis & Design and created automated workflows for new cases

**Environment:** Microsoft CRM 3.0, Visual Studio 2005, .NET Framework 2.0, J Script, MS SQL Server 2005

**Client: ERT Group Inc, Florida, US**

**Project: Duplicate Sales Orders and Address Validation and Email Activity Module**

**Responsibilities:**

* Requirements Gathering
* Created and implemented custom business logic

**Environment:** Microsoft CRM 3.0, Visual Studio 2005, J Script, MS SQL Server 2005

**Client: ERT Group Inc, Florida, US**

**Project: Microsoft CRM Reports Development**

**Responsibilities:**

* Requirement Gathering,
* Analyzed Microsoft CRM Service functionality
* Created custom business logic
* Generated Reports using SSRS

**Environment:** Microsoft CRM 3.0, Visual Studio Business Intelligence 2005, SSRS, MS SQL Server 2005, IIS 6.0

**Client: ERT Group Inc, Florida, US**

**Project: Microsoft CRM 3.0 Upgrade**

**Responsibilities:**

* Installed and configured of MS CRM 3.0 Server

**Environment:** Microsoft CRM 3.0, SQL Server 2005, Microsoft CRM 3.0 entity customization

**Client: ERT Group Inc, Florida, US**

**Project: Business Portal Customization**

**Responsibilities:**

* Gathered requirements and analyzed, Great Plains data
* Created custom business logic

**Environment:** Business Portal, Great Plains, Visual Studio 2005, SQL Server 2005

**SUNDARAM FINANCE PVT LTD, Chennai, India                          Apr ‘04 – Aug ‘05**

**Team Lead**

**Client: SUNDARAM FINANCE LTD**

**Project: Asset Management**

**Responsibilities:** Requirements Gathering and development activities

**Environment:** VB.NET, SQL Server 2000

**ANALYTICS INDIA PVT LTD, Mumbai, India         Jun ‘03 – Jan ‘04**

**Asst. Trainee Consultant**

**Client: Centurion Bank**

**Project: Risk Mark 2.5**

**Responsibilities:**  Requirements Gathering and development activities

**Environment:** C#, SQL Server 2000

**C-SQUARE COMPUTERS PVT LTD, Tamil Nadu, India Nov ‘01 – May ‘03**

**Programmer Trainee**

**Client:   I Tech Computers**

**Project: Online Feedback**

**Responsibilities:**  Requirement Gathering and development activities

**Environment:** C#, SQL Server 2000

**EDUCATION:**  B.E. Electrical and Electronics Engineering

**CERTIFICATIONS:**

* Microsoft Dynamics CRM 4.0 Customization and Configuration
* Microsoft Dynamics CRM 4.0 Installation and Deployment
* Microsoft Dynamics CRM 3.0 Installation and Configuration
* Microsoft Dynamics CRM 3.0 Applications
* Microsoft Dynamics CRM 3.0 Customization
* Developing and Implementing Windows based applications with Microsoft Visual Basic .NET
* Developing and Implementing Web based applications with C# .NET