**Clifford Robinson- CRM Consultant**

***Summary of Qualifications***

*I have been a Technical and functional consultant for Microsoft Dynamics AX and CRM from 2006 to present and Sales and Marketing CRM modules since 2008, and now currently implementing and supporting instances of Dynamics 2011 and CRM 2013 for a Microsoft Global Partners. I can deliver expert business analysis in more technical areas of Cloud implementations of Dynamics AX and CRM on Microsoft Azure or raw hosting companies. More of the information below are a few things that I do a lot of but I do a whole lot more than this CRM tasks:*

* *Architecting and deploying multi cloud, virtual private and Hybrid systems.*
* *Microsoft sure step business analysis and support for Dynamics CRM 2011 implementations in the Sales and Marketing module. I have industry expertise in setting up and supporting the accounts and contacts data so that products, quotes and invoices may be setup and initiated.*
* *I also implement and support multiple business units for single companies for segregation of dashboard reporting in different regions.*
* *I have managed CRM implementations where the requirements have been involved with configuring and maintain the Service Module for QA needs on cases with workflow.*
* *I have past project management experience for projects in designing EDI and Portal interfacing systems to work with third party and business partner systems. These systems interface with existing data on client legacy systems focusing on cross referenced apps such as accounts payable, accounts receivable, payroll, warehousing, inventory, sales forecasting, sales order, purchasing, maintenance, warranty and Product data Management.*
* *I have has expert experience with setting up the Business Management settings like: Fiscal year, Calendars, Queues, Roles, Sites, Facilities and Metrics. Complete expertise working with the employees in operations for helping businesses minimize the made to order process time and system configurations for optimizing the “procure to pay” process.*
* *Experience with Dynamics CRM in application development for components like: Entities, Fields, Relationships, Forms, Reports and Processes.*
* *Proficient with database SQL and stored procedures creation.*
* *Experienced in Dynamics CRM system administration with data management, system jobs, and document management,*
* *CRM security administration for users, roles, teams and data security.*

***Professional Certifications***

* **Microsoft Certified Professional # 1051813**
* **Microsoft AX PartnerSource # 2357531**
* *Project Management Professional (PMP) Graduate 2005*
* *Networking and Telecommunications (MSM) Graduate 2005*
* *Database Management (MSM) Graduate 2005*
* *Systems Analysis and Integration (MSM) Graduate 2005*

***Application Experience***

**Tools/Technology Experience**

* Internet Information Services for Windows Servers and Dynamics AX 2012 portal development.
* Direct SQL code creation for query analyzer
* Trace Parser for Dynamics AX 2012 including trace configuration for AOS
* SQL database trigger set for analysis.
* High Availability Analysis, Matrix Creation, Metrics Calculation
* Server Performance Analysis and Monitoring
* Data Warehouse creation and datastore migration.
* Consistency Check log analysis.
* Project and Accounting module
* Sales and Marketing module
* *Microsoft Dynamics CRM 2011*
* *Microsoft Dynamics AX 2009/2012*
* *Microsoft Reporting Services SSIS, SSAS, SSRS*
* *SugarCRM*
* *SalesForce.com*
* *SalesLogix CRM*
* *Microsoft SQL Server 2000, 2005, 2008,2013*
* *Business Intelligence Development*
* *Microsoft Visual Studio .Net 2012*
* *Crystal Reports 11*
* *Windows Server 2008*
* *Windows Server 2012 Hyper-V*

***LATEST PROJECTS***

***STATE of FLORIDA (State Agency)*** *May 2014 – Sept 2014*

**(Lead architect for IBM Emergency Response team**.**)**

Responsible for analyzing existing implementation for Microsoft CRM 2011 production system. Lead team member with 4 other members and 3 other project managers. Also responsible for logging errors and managing issues found.

***NTTDATA*** *Jan. 2014 – April 2014*

**(Cloud and Migration Architect for CRM 2011 and 2013)**

Responsible for analyzing, envisioning, deploying and creating proof of concept for migration from on-premise CRM 2011 to Azure Cloud CRM 2013. This architecture included a Site core web portal also in the cloud and an on-site SAP implementation.

2. Phase integrating web portal data with CRM and ERP data. Responsible for documenting POC and presenting the architecture to the business. Also responsible for creating the Development environment used for testing.

***Career Experience***

***Universal Interactive Systems partnering with multiple Microsoft GOLD partners***

*2013 On-going seasonal contracting.*

**SR. Dynamics CRM Solutions Architect**

My duties have been related to managing and developing projects for Dynamics CRM from the beginning of the life cycle to remediating previous implementations that have changed in partnership. To make sure that GO- LIVE is met on time in every project I can use a unique set of Project Management Methodologies whereas most clients are only equipped with Sure Step methods. In his most current CRM projects he:

* *Managing analysis phase for Sales, Marketing and Service modules.*
* *Recommend and writing envisioning phase with support documents.*
* *Recommend and deploy any development changes needed for the business.*
* *Review data integrity from setup of accounts and corresponding setup for sub modules: business units, teams, roles, contacts, leads and campaigns.*
* *Recommend and write new project plan to meet go-live date*
* *Provide expert configuration for mobiles solutions in Sales, Marketing and Service.*
* *Provide support in redefining existing business workflow and business processes integrated into the Dynamics Ax application.*
* Provide training for the end users, operations managers and services on certain setup configurations.
* *Provide SQL database administration and reports development.*

***Accenture Consulting USA***

*May 2011 – May 2012 Full Time Employee*

***SR. Oracle/Microsoft ERP Integrations Analyst***

*Senior consultant for Accenture international specializing in Dynamics AX, Oracle ERP and CRM software suites. I can design and implement Dynamics AX and CRM systems with analysis of the clients existing business processes and conform those to fit the Dynamics AX workflow for a successful implementation after the product is initially installed. My focus with in Dynamics AX has been to manage implementations and remediation’s through the full life cycle stages in the architecture for Dynamics AX and CRM systems. My’s duties have been specific to each client’s needs in technical and functional capacities such as:*

* *Project Manager for data conversions analysis for home grown databases like DB2, VBA, Access, Oracle, Excel spreadsheets and flat file databases in development environments.*
* *Document business processes that the clients currently uses by meeting with business heads.*
* *Document and create job aid for any new functionality that the client may require for training after the implementation.*
* *Create development environment needed to convert from older legacy systems that use multiple sources for data and may need batch interfacing.*
* *Provide support for analyzing data Integrity, reporting and periodic data refreshes.*
* *Post Go-Live support for HRIS, General accounting, Trade and Logistics and Production modules.*
* *Project Management experience in report requirements gathering and development.*

***Universal Interactive Systems Consulting*** *(project outlines are available)*

*Oct. 1999 – Ongoing Full Time Employee*

*TEXAS, TENNESSEE, MISSOURI, GEORGIA, NEW YORK, FLORIDA, MICHIGAN, VIRGINIA, NORTH CAROLINA*

Verticals: Energy, Manufacturing, Distribution, Sales, Aerospace, Media, Human Resources

***SR. Dynamics AX/CRM Applications Architect***

*Senior consultant for multiple international clients using Dynamics AX. I can develop architecture for Dynamics ERP and CRM systems with analysis of the clients business, which takes shape after the product is initially installed. His focus with in Dynamics AX has been to stay at the front of the virtualization and cloud architecture for Dynamics ERP and CRM systems. My duties have been specific to each client’s needs in technical and functional capacities such as:*

* *Dynamics AX support for Inventory, Manufacturing and Distribution modules.*
* *Dynamics AX experience in developing and redefining business workflow, business functions and business processes. I can setup or convert address book, chart of accounts, business unit correlations and dependent triggers.*
* *.Net Visual Studio and report builder support for Ad Hoc reports creation in most projects. I can write reports using the database level toolset or third party tools and languages. This versatility allows reports to be run against other applications as well.*
* *Change Management implementation is usually enforced at the production level, I have been certified with Microsoft for over 20 years, I am also a certified PMP with change management expertise using a functional workflow within Dynamics.*
* *Third party support for most Database platforms: DB2, MSSQL, ORACLE, JAS: JAVA and VMWARE, VIRTUAL SERVER configurations. I have other training and experience in Citrix, Cisco and Microsoft network clients, this allows him to troubleshoot and configure other applications to work with Microsoft Dynamics including the operating system.*
* *I have has hands on working experience in system backup’s, system alerts, scheduled reports and tasks; database denormalization, database task scheduling and database administration.*
* *Dynamics AX 2009, Dynamics AX 2012, Dynamics CRM 2011, AOT development, XML Model creation for perspectives and queries.*
* *Configuring Microsoft Dynamics Windows Servers, Reports Web Servers and Database servers for production and development environments.*

***Sprint Communications Corporation***

*Nov. 1996 - Oct. 1999*

*KANSAS CITY, MO 64114 Full Time Employee*

***Application Support Specialist***

*Permanent consultant for project management team at the world headquarters for Sprint communications using JD Edwards One World Xe and PeopleSoft applications. This position required a combination technical and functional skill.*

* *Designed and implemented the first phase of an automated interfacing system for exchanging data to and from other legacy systems.*
* *Researched and designed a RFI Physical Inventory/Shop Floor Reporting system.*
* *Analyzed and redesigned the existing procurement processes to fit these processes to ERP functionality.*
* *Additional requirements include an excellent knowledge of LANs, Oracle database structure, and the Financial and Project Management Suites.*
* *This position engineered Enterprise and Case reporting tools for accurate forecasting of production environment and to report on security for system administration.*
* *Web reporting templates were also created in Crystal Reports for management use to show past and present data.*

***Compaq Computer Corporation***

*May 1994 - Oct. 1995*

*HOUSTON, TX. 77070 Full Time Employee*

***Manufacturing Engineer***

* *This position was required to work 12 hour shifts at the Compaq world headquarters in Houston.*
* *Support for Wan/Lan networking for a campus of 3400 users on Client Server network.*
* *Installation, configuration and maintenance of Banyan, Novell and Microsoft network software platforms were supported simultaneously*
* *All network problems with hardware and software were supported ranging from security profiles-server installation in the enterprise domain to PIX firewall NAT and PAT. Hardware support for Cisco and Bay Networks routers, Hubs, Bridges, 10/100 Meg NIC’s, CAT 3 & 5 cabling for T1-T3, Ds0 - Ds3 and fiber transport medium.*
* *Programming duties were in Visual Basic and C to enhance client and server installation/upgrades.*

***Education***

*Howe Military Academy - Howe, Indiana*

*August 1987 - June 1991*

*Diploma ROTC - Advanced leadership Training*

*Completion – U.S. ARMY RESERVE SERVICE Training*

*Texas Southern University – Houston, Texas*

*August 1991 – December 1995*

*B.S. Environmental Engineering*

*Colorado Technical University - Colorado Springs, CO.*

*Graduate - June 2005*

*M.S.M. Master’s Degree of Science in Information Technology Management*

*P.M.P. Certification*