**Professional Summary**

* Over 15 years of professional IT experience designing, developing, customizing, testing, implementing, and integrating web-based and client/server-based applications
* Microsoft Certified Professional with MCSD.NET certification
* MBS Certified Master Microsoft CRM Developer
* Scribe Software Certified in Scribe Insight (Workbench and Server) and Microsoft CRM Adapter
* Programming experience using classic ASP, ASP.NET, C#, VB.NET, ADO.NET, HTML, VB, VBScript, CSS, JavaScript, XML, XAML, and Web Services
* 10+ years of experience working with SQL and SQL Server databases
* 10+ years of experience implementing and extending Microsoft Dynamics Customer Relationship Management application - MSCRM 1.0 through MSCRM 2011
* 10+ years of experience in website and web service hosting, deployment, configuration and maintenance on IIS
* Worked with secure web transactions, credit card processing systems, freight calculation systems, map integrations, Computer Telephony Integration (CTI)
* Experience in creating Crystal reports and SQL reports using SQL Reporting Services
* Expertise in data migration and integration between SQL/Oracle databases, ERP and CRM applications, and web services
* Consulting experience in various types of industries – Finance, Manufacturing, Insurance, Healthcare, Education, and Hospitality
* Strong exposure to Software Development Life Cycle (SDLC)
* Experience mentoring junior developers and team members
* Proficient in learning new technologies and quickly adapting to new environment
* Worked both independently and collaborating with a large team of developers and business analysts
* Ability to handle multiple projects and tasks

**Technical Skills**

|  |  |
| --- | --- |
| **Server Products** | Microsoft Dynamics CRM, Microsoft Great Plains  Windows, Windows Server, IIS |
| **Programming Languages** | Active Server Pages (classic ASP), VB, VBScript  ASP.NET, C#, VB.NET  HTML, CSS, Java Script, XML, SQL, XAML |
| **Databases and BI** | ADO.NET  SQL Reporting Services, Crystal Reports  Microsoft SQL Server  MS Access with VB |
| **Tools, Applications, and Others** | Object Oriented design concepts  Visual Studio, SVN, TFS, Visual SourceSafe  WPF, WCF, AJAX, Web Services  Adobe Photoshop, Microsoft Office, SharePoint  HP Quality Center, CollabNet SourceForge, ServiceNow  Windows Phone SDK, Silverlight  Telerik RadControls, Infragistics Controls, iTextSharp  Scribe Software  c360 add-ons for CRM  Microsoft UII and CCA framework |

**Professional Experience**

**Pacific Investment Management Company (PIMCO), March 2013 – Present**

**Newport Beach, California**

Senior Consultant - CRM Developer

*[Working at PIMCO through Deloitte and Mastech]*

* PIMCO is a global investment management firm with about $2 trillion in assets under management and runs the largest bond mutual fund in the world - the PIMCO Total Return Bond Fund
* Enhance and support the global CRM Platform used by a very large international user group as an integrated framework for management of firm's Clients, Prospects, Consultant Firms, and Partners
* Customize and configure entities, views, and forms for Microsoft Dynamics CRM system
* Build custom Web pages from scratch using .NET, C#, JavaScript, FetchXML, jQuery, and Ajax
* Develop and modify custom Plugins and Workflows to accommodate business processes
* Create and enhance Management reports using SQL and SSRS
* Integrate CRM application with NICE (audio and call recording and logging software) for Sales desk - link recorded quality calls to activities with audio playback directly from CRM
* Repoint MS CRM dashboards/screens/query tools and interface code to new client facing data warehouse (CFDW) from old Datamart
* Modify Global Wealth Management entity's total book of business screens to display partnerships, and both commissionable and non-commissionable business data
* Implement Activity Parity - standard screen layouts for consistency across Institutional and Retail clients and to minimize excess navigation
* Integrate CRM with Veritas (Literature Order Fulfillment provider)
* Build/modify profiling capabilities, audit data, and print data to PDF files for RIA, Bank/Trust and ETF
* Design new workflows and enhance Web form for Investment Due Diligence Group (IDDG)
* Develop new Trade search and Partnership search screens to search and display data from CFDW
* Create SQL scripts and import RIA Discovery and MMD Data provided by SEC to CRM
* Use SCRIBE software to cleanup and import CRM data provided by users throughout the globe

**Reinsurance Group of America (RGA), Chesterfield, MO April 2012 – January 2013**

Senior Consultant - CRM Developer

*[Worked at RGA through Adaptive Solutions Group]*

* RGA is an international global life and health reinsurance company with approximately $3 trillion of life reinsurance in force and assets of $40 billion
* Maintained and supported a Microsoft Dynamics CRM system serving twenty-six offices in twenty countries for the Fortune 500 company
* Supported an international CRM user group of 700 with all of their CRM issues and needs
* Installed CRM rollups on various CRM environments and Outlook clients for users across the globe
* Configured and customized MSCRM 2011 environment using CRM Workflows, JavaScript, and C#
* Mentored an international development team that supports the CRM system
* Identified performance and other issues in CRM environment and provided feedback on improving those issues by re-designing the CRM components or upgrading the user's machines
* Enhanced existing SSRS reports to reduce report generation time, and developed new ones based on new requirements
* Imported data from legacy systems to CRM
* Setup CRM accounts and security roles for new CRM users
* Architected, developed, and implemented a custom CRM Diagnostics data capture module that automatically loads CRM records and captures load time to compare CRM performance between locations and users
* Worked with business users on gathering requirements and prototypes for new functionality and reports

**Turnkey Technologies, Chesterfield, Missouri January 2012 – April 2012**

Technical Team Lead

* Turnkey Technologies is a Gold Certified Microsoft Partner
* Upgraded/installed Dynamics CRM 2011
* Integrated Dynamics CRM with other applications using integration tools - Scribe Software, and Dynamics Connector
* Extended Dynamics CRM using .NET, JavaScript, SQL
* Designed, developed, and implemented .net web application to submit support request from external website directly into backend Dynamics CRM 2011
* Created workflows, views, charts, dashboards in Dynamics CRM 2011
* Interacted with customers and created proposals and design documents based on the requirements
* Involved in business development, planning, project management, mentoring, training

**Aspect/Quilogy, Saint Charles, Missouri March 2004 – January 2012**

**Microsoft Dynamics National Practice**

Principal Architect (April 2011 – January 2012)

Senior Consultant (April 2008 - April 2011)

Consultant (March 2004 - April 2008)

*[Aspect Software acquired Quilogy in January 2010]*

* Aspect Software is a Gold Certified Microsoft Partner providing Products and Services in Contact Center, Workforce Optimization, and Back Office Optimization
* Installed, Upgraded, and Configured Microsoft Dynamics CRM (Used all versions of CRM - 1.0, 1.2, 3.0, 4.0, and 2011)
* Consulted with clients on Microsoft Dynamics CRM/XRM strategies, approaches, and best practices
* Architected and designed Microsoft Dynamics CRM implementations
* Extended Microsoft Dynamics CRM by designing and developing custom .NET Applications using ASP, VB, C#, .NET, SQL, HTML, XML, XAML, and JavaScript in conjunction with MSCRM SDK
* Integrated Dynamics CRM with Great Plains, other legacy CRM and ERP applications, and data sources
* Created and modified CRM entities and their associated forms and views
* Set up and configured Dynamics CRM users, security roles, and permissions
* Developed custom CRM plug-ins, assemblies, and workflows using C#, FetchXML, and .NET
* Created custom JavaScript to manipulate CRM forms and fields
* Installed, Upgraded, and Configured Scribe Insight Server (data migration and integration software)
* Developed and executed data migration scripts and integration processes using Scribe between SQL Server, Oracle, Web Services, and flat files
* Created SQL Databases and stored procedures for applications, data migration and integration
* Configured IIS and Windows Server
* Created .NET Web Services
* Created custom reports using Crystal Reports and SQL Reporting Services
* Maintained internal MSCRM system and created custom modules and SQL reports for departmental use
* Created web interface for Order Capture and Order Fulfillment for Great Plains using C# and .NET
* Assisted junior developers with development and perform code review
* Provided custom .NET training on Microsoft CRM SDK to customers
* Created technical design documents and specifications
* Interacted with end users and business analysts to enhance the testing efforts
* Worked on various projects for over 50 customers. Some of the customers and projects are listed below

***ABC Laboratories***

* Mentored users on CRM SDK – Programming with JavaScript, and .NET using CRM Web Services
* Configured CRM forms and fields to accommodate their chemical industry practices
* Migrated data from IPT Budget (custom ASP application) to CRM Quote line items
* Created Scribe scripts and migrated data from IPT to Great Plains
* Developed web services to retrieve user roles and display forms based on roles
* Created real-time integration between CRM and Great Plains to create Customers in multiple Great Plains company databases when an opportunity is won in CRM

***Data2***

* Migrated SQL server data from CRM version 1.0 to CRM version 1.2
* Upgraded CRM Server from 1.2 to 3.0, and 3.0 to 4.0
* Installed, upgraded, and configured Scribe Software
* Created scripts for integrations between CRM and Great Plains, and TOPS and GP
* Customized CRM Account entity to include Account ratings for customers
* Worked on Manufacture Ordering Partial Receipt spoilage application for Great Plains

***Hartwig Inc.***

* Configured CRM forms and added custom sales stage process for Opportunities
* Created callouts to calculate total costs of equipment being sold, auto number generation, sending out Email notifications on new orders and reorders
* Developed custom applications to copy records from Excel sheet to CRM Quotes, generate labels from contact records, capture signature from signature pad and add it to CRM, copy Order functionality in CRM
* Designed various SQL Reports for use by executives to determine sales quota, and total sales of equipment by salesperson and territory

***International Mulch***

* Integrated Freight calculation web services to calculate freight from R&L Carriers and UPS into Quotes and Orders in CRM
* Built Credit Card processing application using PayPal’s PayFlowPro into CRM entities to authorize online payment
* Developed web application to capture real-time Quote request data from public-facing website into internal MSCRM application
* Implemented integration of Orders from ERP system into CRM system using Integration Processes in Scribe

***Nordyne***

* Involved in requirements gathering and provided guidance and consultation on enhancements of business processes
* Created test environment and process to migrate production data into test environment
* Customized CRM entities with JavaScript to enable/disable fields and sections based on user roles or form status
* Developed CRM .NET assembly for use in integrating their CRM backend with Dealer and Distributor Extranet and Lead Generation for HVAC equipments
* Installed and configured Scribe Software for data migration and integration
* Created various Scribe scripts and integration processes to migrate data from their legacy systems into Microsoft CRM

***TALX Corporation***

* Developed CTI Adapter using C#, .NET 4.0, and Visual Studio 2010 to connect to Siemens HiPath ProCenter (telephony server)
* Designed front-end Email and Telephony modules using XAML, C#, .NET, Microsoft UII and CCA framework
* Worked with Customer Service Agents, Program Managers, and Developers on user acceptance testing, enhancements, and merging multiple applications into UII (User Interface Integration) and CCA (Customer Care Accelerator) framework

***Washington University***

* Designed and Developed online course registration and administration system for multiple schools
* Implemented online credit card authorization through CASHNet
* Developed CRM plugins and workflows to process Online registrations into back-end Microsoft CRM system
* Created Migration and integration scripts using SQL server and Scribe to integrate data between CRM and ADIS application being used by the University
* Created reports using SQL Reporting Services

**Calsoft Systems, Torrance, California June 2000 – February 2004**

Software Engineer / Web Application Developer

* Calsoft Systems is a Gold Certified Microsoft Partner providing custom and ERP Business Solutions
* Designed, developed, tested, and implemented web-based applications, and E-Commerce Solutions using ASP, ASP.NET, VB.NET, C#, ADO.NET, SQL, HTML, Visual Studio, Visual SourceSafe
* Configured and managed IIS, SQL Server, Windows 2000 Server, Websites, and SSL certificates for web hosting
* Created Multimedia and Graphic Design for web and software using tools such as Adobe Photoshop
* Worked as a Web Development Consultant/Programmer for various clients
* Created and developed websites for Attorneys, Non-Profit Organizations, retail chain store, architectural design company, and various intranet projects
* Developed web application for dynamic business card design, online ordering, user account management, credit card transaction, administration functionalities, and file management system
* Designed and implemented multi-language online Yellow Pages application containing business directory, search, and advertisement features
* Developed online E-Commerce based systems using Site Server, Visual Commerce, and CyberCash credit card authorization
* Designed and tested multi-language Interfaces and databases (Access, SQL Server)
* Analyzed, designed, programmed, debugged, and modified client/server-based applications using VB 6, SQL, and COM
* Customized Hotel Management Software and Tour Operation Software for clients
* Responsible for all stages of the full life cycle (SDLC) of applications
* Created and maintained networking, and web documentation
* Acted as a liaison between Calsoft Systems and external companies for outsourcing projects

**Education**

* Bachelor of Arts (May 2000) - Ohio Wesleyan University, Delaware, OH

Major: Computer Science

Minors: Management, Religion, Accounting