Abraham (Abe) Saldaña

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**Technical Program Manager | Solutions Architect | Consultant**

**PROFESSIONAL SUMMARY**

Solution-oriented professional consultant with over fifteen years of progressive experience in information technology consulting, specializing in web-based, client-server, and cloud applications.

Demonstrated success in:

* Collaborating closely with Applications Development Managers and Product Managers for continuous development of web and cloud applications.
* Engaging in comprehensive business requirements gathering and rule definition.
* Contributing to the architecture design of web-based applications.
* Enforcing Change Control Methodology for enhancements and fix developments.
* Developing components, modules, and scripts to implement business process rules.
* Conducting code walkthroughs of software components.
* Documenting software components to facilitate ongoing support and enhancement tasks.
* Communicating effectively and routinely with management regarding timelines and resources.
* Providing technical support to research, troubleshoot, and resolve issues escalated by the customer support center.
* Offering after-hours support to resolve Priority 1 issues when required.
* A dedicated and self-motivated achiever, committed to success and adept at managing multiple tasks in high-pressure environments. A strong problem-solver who excels in designing solutions and assisting developers with complex issues.

 Microsoft MVP Business Applications **2019-2020** (PowerApps/Flow)

**KEY SKILLS**

|  |  |  |
| --- | --- | --- |
| * **C# .Net Framework** * **Visual Basic .Net** * **Python** | * HTML/XHTML * JavaScript | * **MS Dynamics 365 CE** * **Sales, Services, Marketing** * Microsoft 365 |
| * **Visual Studio 2008 – 2022** * **Asp.Net 4.x** * **WFC 3.5** | * SQL Server 2012 * Dataverse * Data Models * ETL process | * **Power Platform** * **Canvas/Model Driven Apps** * **Power Automate** * **Power Pages** |
|  |  |  |
| * **Copilot Studio** * Azure Open AI * Semantic Kernel | * Power Platform Connectors * Power Platform Custom Connectors | * Financial Services * Healthcare * Retail and CPG |
|  |  |  |

**PROFESSIONAL EXPERIENCE**

**Technical Program Manager / Senior Solutions Architect**

##### Microsoft Inc. April 2019 – November 2024

I started my role with Microsoft Cloud for Industries in Financial Services, where I focused on presenting and demonstrating **Power Platform applications**. I had the opportunity to create Proof of Concepts (POCs) for customer implementations and projects, showcasing the robust capabilities of the platform.

Transitioning to the Healthcare sector, I continued to leverage my expertise by presenting and developing POCs for customer projects. I also contributed to the documentation for the Healthcare Well-Architected Framework, ensuring best practices were communicated effectively to our clients.

Currently, I am working within the Retail and Consumer Packaged Goods (CPG) cloud, collaborating closely with our Customer Zero initiative. I manage projects and deliverables, developing POCs for innovative solutions like **Copilot Studio and Power Platform applications** for **Store Operations and Personalized Shopping templates**. This role involves coordinating with multiple customers and partners (ISVs) to ensure seamless integration and outstanding results.

Throughout my career with Microsoft Cloud for Industries, I have consistently demonstrated a commitment to delivering exceptional solutions and fostering strong relationships with customers and partners.

During the pandemic, I played a key role in supporting the **Return to Workplace** **and Return to School** on the Power Platform framework. I managed code changes, ensuring smooth implementations and maintained comprehensive documentation to support these changes. My responsibilities included providing excellent customer support, addressing user queries and issues promptly and effectively. Community updates, video creation for resolution on arising problems with deployments and common business and design flow.

In addition to my technical duties, I actively participated in pre-sales presentations, demos, and proof-of-concept (POC) projects, showcasing the application’s capabilities and helping potential clients understand its value. I coordinated the release of the application monthly, ensuring that updates were delivered on time and met the evolving needs of our users.

Overall, my efforts helped ensure a seamless and efficient return to the workplace during a challenging time, leveraging my technical skills and customer-oriented approach to deliver top-notch support and solutions.

**Power Platform Practice Director**

##### PowerObjects - July 2018 – April 2019

In the role as Power Platform Practice Director and Enterprise Architect for Dynamics 365 CE, I spearhead the Technical Sales Enablement, ensuring our Sales team comprehends and leverages the most technical aspects of our offerings. This involves equipping and helping the team with detailed technical content and enabling them to present in-depth technical details for various opportunities.

A key component of my role is Content Creation, which is fundamental to Technical Sales Enablement. I produce demo content, presentations, and comprehensive overviews of the Dynamics 365 CE ecosystem. Additionally, I develop proof of concepts and present both internally and externally to customers and partners. I also play a crucial role in architectural design presentations, creating roadmaps, and producing accurate estimates for the Sales team to enhance our opportunities.

I have successfully led and conducted 6 "**Power Platform - App in a Day**" events for Microsoft and 12 similar events and hackathons for customers, demonstrating my ability to drive engagement and deliver practical, hands-on experience with our solutions.

**Managing Consultant (Senior Technical Architect)**

**Catapult Systems –** January 2017 to June 2018

During my tenure, I was tasked with developing a complex solution for a local DFW agency, faced with extreme deadlines and intricate scenarios involving data processing, item handling, recording, design, and user interface (UI). This project demanded a high level of precision, technical acumen, and efficient time management to ensure successful delivery

**Key Responsibilities:**

1. **Data Process and Item Handling:**
   * **Analyzed Existing Systems:** Conducted a thorough analysis of the agency’s existing data processes and item handling workflows to identify areas for improvement and integration.
   * **Developed Data Models:** Created robust data models to streamline data processing and ensure accurate recording and reporting of information.
   * **Implemented Automation:** Introduced automation in data processing to minimize manual intervention, reduce errors, and improve efficiency.
2. **Design and User Interface:**
   * **User-Centered Design:** Worked closely with stakeholders to understand user requirements and designed a user-friendly interface that met their needs.
   * **Prototyping and Testing:** Developed prototypes and conducted extensive testing to refine the UI, ensuring it was intuitive and easy to navigate.
   * **Responsive Design:** Ensured the application’s UI was responsive and accessible across various devices, enhancing the user experience.
3. **Implementation and Deployment:**
   * **Seamless Integration:** Worked on integrating the new solution with existing systems, ensuring a smooth transition without disrupting ongoing operations.
   * **Training and Support:** Provided comprehensive training to agency staff on the new system, along with ongoing support to address any issues and ensure optimal performance.

**Outcome:** The successful completion of this project resulted in a highly efficient and user-friendly solution that significantly improved data processing, item handling, and overall operational efficiency for the agency.

I have led a team of new Microsoft Dynamics 365 CE consultants in developing and deploying complex solutions for government agencies. In this role, I provided mentorship and offered technical and business recommendations for complex solutions. My extensive project experience spans industries including finance, event management, non-profit, and service organizations.

I have successfully completed data migrations to Microsoft CRM from various other CRM platforms and developed integrations with ERP systems and data repositories.

**Senior Technical Architect**

**PowerObjects –** November 2014 to December 2016

Microsoft Dynamics CE (CRM) Architect and Senior Technical Lead

With over 17 years of extensive experience in developing and delivering Microsoft Dynamics CE (CRM) customizations and solutions, I have honed my skills across the entire development life cycle—from project initiation to architecture, design, and development. I am well-versed in Microsoft Dynamics Sure Step, Agile, Scrum, and Waterfall project delivery methodologies.

As a Microsoft Dynamics CRM Technical Architect/Developer, I have successfully led and implemented Dynamics CRM projects across major private and public sector industries. My role involves consulting, analyzing, building, implementing, and training clients to use CRM solutions to overcome their business challenges. I have also supported other CRM solutions by contributing to solution design preparation and delivering end-to-end solutions, including massive data uploads, automated deployments, Azure integrations, and ERP web services integrations.

Additionally, I have mentored junior resources, helping them navigate complex issues related to infrastructure and application development. As a trainer and presenter, I have shared my expertise at various events and user groups.

My experience spans supporting Microsoft Dynamics CRM 2011, 2013, and 2015, both online and on-premises, ensuring optimal performance and user satisfaction.

**Independent Consultant – Sally Beauty Supply**

**Subcontract to Protivix –** March 2014 to November 2014

* Perform complex analysis and design sessions with customer and business analyst
* Interact with Project Manager and Business analyst to accommodate the content of user stories for every sprint in the project, and parking lot
* Main developer and consultant for the Dynamics CRM 2013 web application development

**Infrastructure**

Installation and deployment for QA environment and Production environment, with multiple frond end servers, network load balance and cluster database

* Main responsibility to deploy and configure Production environment after other partner failed with the installation, deploy the production environment and completed the Production server installation, and with Dynamics CRM 2013 installation in 1 week, also included the most recent rollups.
* Re-configure and update the Dynamics CRM installation for the QA environment, the servers where no load balance and no security were implemented, not certificates, and missing windows features and roles, completed the configuration in 1 week and added windows and Dynamic CRM missing features and roles need it for the servers to perform correctly, also configures NLB and certificates to secure and standardize deployments in comparison with Production implementation

**Development**

* Support the project lifecycle ALM
* Main and only developer for the project
* Developed custom entities and integrate with other core entities to allow the processing of loyalty card management
* Developed and deployed plugins and custom workflows to allow pre and post validation for Contacts, cases, and activities. Also, pre-validation for external integration with Dynamics CRM.
* Developed custom workflows and escalation process for Incidents, with custom and optimized ribbon buttons in the contact form.
* Developed windows services to parse and update contact information for external systems, including POS positional text files and CSV files

**Senior Consultant**

**RBA Consulting –** Aug 2013 to March 2014

MS Dynamics CE (CRM) Consultant responsible for configuration, customization, integration, systems design and architecture tasks for Microsoft Dynamics CE - CRM implementation

* Perform complex conceptual analysis
* Support the entire project lifecycle
* Interact with project managers and other software engineers to ensure technical integrity and successful delivery of projects
* Take an active role in innovating how we support our clients so we can improve client satisfaction
* Provide status updates and timelines/road map to head of Product Management
* Provide prototypes, when applicable, for review and approvals
* Develop and maintain technical competencies as defined by departmental management
* exceed client expectations within defined parameters related to delivery of services, quality, revenue

Worked on multiple online customer implementations and solutions, created custom solutions and plugins to accommodate the customer requirements.

Created an extensive financial solution that will restrict access to users depending on the configuration, this process was called the Ethical Wall and record restrictions, allowing the legal department to limit the access to users that have conflict of interest with financial institutions accounts, also the legal department can restrict the access to all users on specific accounts that had litigation. The final solution was completed and deployed on time and exceeded the customer expectations

Developed an online solution for points tracking, the customer manage partners and memberships, that want it to track all interactions with the corporate office, every time the partners or members create subscriptions, send emails, create corporate visits to customer or partner location accumulated points, events and expositions also accumulated points, this will be coordinated by contact and accumulated to the account level, so the more members and partners interactions will accumulate more points at the end of the year, created and developed dashboards for top rankings on points, event attendance process and point tracking when attending on person. The solution was developed and deployed on time and under budget.

**Solutions Architect / Manager**

**Frontier Communications**. - May 2013 to July 2013

This role was part of the implementation team. There is significant data integration on this project and integration of this application with a variety of CRM solutions for non-residential market segments.

Main Tasks

* Install and Configure MS Dynamics CRM 2011
* Analyze Application Dependencies
  + Workflows, integrations, and processes surrounding applications to inform new configuration.
* Oversee, Configure, and Manage Email Router with Exchange
* Set Up Application-Level Security
* Manage and Tune Performance for Outlook Client for CRM
* Collaboration with Microsoft
  + Ensure Dynamics CRM 2011 environment is configured and tuned correctly.
* Technical Troubleshoot Issues
  + Resolve issues in the current configuration and ensure they are corrected in the next-generation system.
* Minimize Customizations
  + Provide CRM expertise in business process reengineering.
* Document Business Requirements
  + Identify key business users and develop use cases and scenarios.
* Developing New Modules and Migrate Existing Ones
  + Use Microsoft .NET to create new modules, plugins, and workflows.

**SENIOR CONSULTANT**

Microsoft Corp. - Oct 2008 to April 2013

**Security Clearance:** *Full Secret clearance starting January 31, 2009*

**Department of Homeland Security**

Developing and leading a group of consultants developing a custom XRM solution, managing the infrastructure, developing and customizing the application.

Working with Microsoft Sales team on Dynamics CRM solution concepts and proof of concept demos.

Working with customers to analyze business requirements, defining functional specifications, and consulting with clients on strategic and operational uses of the CRM platform.

Conducting functional and technical gap analysis, Developing robust architecture design and extensible functionality. Training client personnel on the usage and administration of Microsoft Dynamics CRM (functional user training and technical administration training).

Providing mentorship to other team members and developing team relationships.

Working on the application lifecycle procedures and scripting the deployment process between environments, developed PowerShell command allows to connect to CRM for import, export and ALM procedures.

CRMPowerTools

Developed PowerShell command let’s snapping library to manage CRM Administration and ALM procedures using C# and CRM SDK. The cmdlets can manage CRM Online, on premises and IFD federated

**CRMPowerTools** will help you with administration task using PowerShell cmdlets for interacting with MS Dynamics CRM 2011,2013,2015, these commands are specialized in different areas for the development and deployment of solutions, some of the cmdlets are for importing and exporting unmanaged solutions, *add/remove publishers*, **create a configuration XML file that is used in the SDK and reuse the CRM connections on all cmdlets**, **Retrieve, create, update, fetch multiple records and delete entity records** using PowerShell and all its capabilities.

**AFCENT – Air Force Central Command**

Lead Technical Consultant – Worked on Microsoft Dynamics CRM Complex Implementation and Configuration for 18 different networks sites in total, 9 secure networks that will host more than 3000 users and 9 non-secure network that will host more than 2000 users, worked with 5 team members coordinating and scheduling the work load on the infrastructure and the architecture implementation.

Developing robust architecture design and extensible functionality

Designing integration solutions for backend services and back-office applications

Identifying creative solutions to meet system/business requirements without the development of custom code

Developed custom windows application to easily configure Microsoft Dynamics CRM 4.0 and Avanade TMT application on the servers, the application help editing the registry settings, database settings for SDK and port protocol, get status on the Async windows services and Email Router windows service, the application allow to edit the incoming and outgoing email settings for all enabled users as a batch process

Created a console application to export all the available entities to an available folder with specific naming standards, the application is used as a batch process with the daily backup automation, developed Quest Tools ARS integration applications for user creation, and validation with CRM

**CENTCOM**

**ACC Legislative Affairs**

Created a virtual environment as proof of concept, developed customizations to CRM 4.0 and TMT to design a Distinguished Visitors application and Event management for the Visit request process related to the Distinguished Visitors, the XRM Application was integrated with a partner XRM custom code (TMT – Tasker Management Tool) , also created a web portal using the event management accelerator and created the Visit request forms that incorporate the information to the Visit Request on XRM, developed plug-ins for pre and post validations

**USASOC – USA Special Operations Command**

Microsoft Dynamics CRM Implementation and Configuration for Secure and Non-Secure networks, debug and optimize the network after implementing security patches, successfully completed the 2 network installations; resolved technical partner software issues related to SharePoint and TMT. Developed deployment application that enables batch processing on all available users to make updates to the Email type preferences, options for database configuration and registry modifications related to CRM server configuration. The custom application has the capability to import Active Directory Security Groups and assign Users to TMT specific security groups.

**AFCENT – Air Force Central Command**

Microsoft Dynamics CRM Implementation and Configuration for a proof-of-concept lab virtual environment, evaluated client business processes and requirements as they are related to TMT (Tasker Management Solution) then determine and document ways to improve and use Microsoft Dynamics CRM.

Designed and tested custom software modifications to Microsoft Dynamics CRM, configure email router to match TMT requirements, Solved Technical software issues.

Implementation and deployment for SQL Server 2005, SQL Reporting Services, Windows SharePoint Services 3.0, Dynamics CRM 4.0, Dynamics CRM Email Router

**SOFTWARE ENGINEER**

Perquest Inc. Irving Tx. – Feb 2008 to Oct. 2008

Developing and maintaining Microsoft Dynamics CRM version 3.0 for 250+ users for the company agents and marketing department, working as web developer and MS Dynamics CRM senior developer, developed windows services that will process daily data imports for marketing data to leads and accounts updates, the windows service will be cycling to a configured folder and then read the comma delimited file and imports the content.

Created callouts for territory and owner assignments for Web portal lead capture, developed a workflow assembly that sends outbound emails using .Net SMTP namespace or using internal CRM SDK classes to create the email entity and send, the workflow was capable to send entity object’s ID and details using a template pattern.

Developed many customizations on forms, custom fields and views, created web services that interact with the forms, to get information from external databases and web services, also worked with third-party vendor applications like C360

Develop .net applications to support internal systems using C#, ASP.net, XML, Web Services. Synchronized Production and QA database to have a stable platform for testing when promoting customization and extension to production

Learning and administering SalesForce.com Unlimited edition for facing MS Dynamics CRM and integrating data and services into Sales Force.

**SENIOR LEAD TECHNICAL DEVELOPER**

True.com Irving TX. - Mar 2005 to Feb 2008

Working as a lead web developer on a B2C ASP.net and Visual Basic .net application, part of the team assigned on maintaining the web site and related administrative web applications. The web site implements the Ibuyspy methodology for web page creation and rendering, using web services for the matching engine and MS SQL 2005.

Architecture and developed windows services for email alerts and mass mailer applications using C#, XML, XSLT and MS SQL 2005, implementing a jobs scheduler and jobs configuration using C# reflection and dynamic method invocation, using SQLXML to add and retrieve viewers/matching user information to generate the email html content implementing XSLT translations (XML to HTML).

The MS SQL 2000 database is divided on related databases generating a mass volume of data the mass mail applications are using stored procedures and jobs schedule as part of the solutions; the stored procedures are incorporate for optimization table variables and temp tables containing indices to gather data and refine the search criteria for data validation.

Developing and maintaining VB.net, C# and ASP.Net applications with Web services for data manipulation for production deployment.

Developing and maintaining Microsoft Dynamics CRM version 3.0 for 150+ users on the Customer Service department, developed client and server site customizations, Workflow and workflow assemblies, developed callouts for emails and contacts. Worked on supported customizations, made modifications to the email template selection to add and replace token information depending on customer subscriptions using web service calls under the JavaScript client.

Created a Windows Service application that will process all emails in a queue and create cases, the windows service will get all email on a queue and process depending on inclusion/exclusion word list, exclusion email address, incident default values.

Developed the Windows Service Queue Configuration application, obtaining active user, queue and Attribute dynamic data from the Metadata database using the SDK.

**SENIOR LEAD TECHNICAL DEVELOPER**

Citigroup Irving TX. - Jan 2004 to Mar 2005

Working as fulltime employee as Technical Leader or Subject matter expert for Auto Loan applications and continue as Lead Developer on a B2B application infrastructure, working on main infrastructural pipeline interface with different aggregators on Auto Loan applications.

Developing C#, ASP.Net, Web Services software applications for partner connectivity and XML/XSLT data mapping transformations using the STAR standard, Dealer Track Schema, Route One Schema, designed and implemented Internal functional XML schema for ISeries and AS/400 server communications. (XML to XML translations with XSLT using **BizTalk 2004** Schema Editor and Map Editor on a BizTalk database project; BizTalk Developer Edition)

Designed and developed applications to communicate decision information to the aggregators using the internet protocols (HTTP/HTTPS) and Soap Web Services, Developed and maintained N tier applications to process loan applicant information.

**TECHNICAL LEAD AND ACCOUNT MANAGER**

Technium Inc. - Nov 2000 to Jan 2004

Over a two-year period, I successfully managed and mentored a team of 15 consultants. I played an integral role in developing and participating in the "Bulletproof Consultant" program, designed to enhance consultants' client and interpersonal relations. Additionally, I developed and managed training sessions for new technologies, including XML/XSLT and BizTalk, ensuring our team remained at the forefront of industry advancements.

Consulting work on the following customers:

**SR. VISUAL BASIC DEVELOPER** – Citigroup Irving TX. *2001 - 2003*

*One of the world largest financial institutions for Auto loan services*

**SR. VISUAL BASIC DEVELOPER** – First VPN. Plano, TX.

**SR. VISUAL BASIC DEVELOPER** - The Media Farm. – Dallas, TX.

**SR. VISUAL BASIC DEVELOPER** - GTE. – Irving, TX.

**SENIOR LEAD DEVELOPER Brink’s Inc.** – Irving, TX. Nov 1997 to Nov 1999

Currency Department

Lead the design, development, testing and support for Treasury Management Systems, supervised and trained 2 developers, supported 85 branches in 6 countries, developed EDI interfaces and utilities for data transmission with Banks and customer (Standard BAI, NACHA) using Visual Basic and ODBC (ADO), developed a support application web page using FrontPage, administer source code version control with PVCS. Developed a Time Tracking application in Visual Basic and Access 97

**Upgraded 85 branches in 6 countries ahead of schedule for the Y2K project**

# EDUCATION

Universidad Mexico-Americana del Norte (UMAN) – Reynosa, Mexico

Licenciado en Sistemas Computacionales y Administrativos 1985-1988

**CERTIFICATIONS**

MCP Id: 6644670

MB2-631 Microsoft Dynamics CRM 4.0 Customizations 02/18/2009

MB2-633 Microsoft Dynamics CRM 4.0 Installation and Deployment 02/11/2009

MB2-634 Microsoft Dynamics CRM 4.0 Extending 02/27/2009

MCP Id: 1820211

MCP 70-175 Microsoft VB 6.0 Distributed Applications 09/23/2000

MCP 70-176 Microsoft VB 6.0 Desktop Applications 02/25/2000

CISSP Boot Camp 12/05/2011