# Profile

With over 13 years of professional experience in the IT industry, I specialize in Microsoft Dynamics 365 CE Application Development. My expertise spans all versions of Dynamics 365 applications, including advanced customizations, ensuring tailored solutions that drive business success.

# Work Experience

**Technical Manager | Wells Fargo | 02/2023 - Present**

* Proficient in effort estimation and detailed user story analysis to ensure accurate project planning.
* Experienced in coordinating daily activities between onsite and offshore teams for seamless collaboration.
* Actively participate in daily Scrum meetings to provide updates on ongoing development tasks and progress.
* Skilled in managing timelines effectively to meet deadlines and avoid escalations.
* Hands-on experience in designing and developing SSRS reports to support business needs.

**Technical Manager – D365 & Power Platform | Bupa | 11/2021 – 01/2023**

* Orchestrated the integration of D365 with external systems using Power Automate.
* Proficient in conducting data migrations utilizing specialized tools including KingswaySoft, XRM Toolbox, and Microsoft's out-of-the-box functionalities.
* Successfully executed data migration of deprecated contracts and contract lines to ensure smooth transitions.
* Proficient in developing SSIS packages using KingswaySoft for efficient data integration processes.

**Technical Lead – D365 & Power Platform | E. On | 02/2020 - 08/2021**

* Led a 4-person team of Developers.
* Successfully executed system upgrades to the Unified Client Interface (UCI) for enhanced user experiences.
* Extensive experience in developing plugins and custom workflows to tailor solutions to business needs.
* Proficient in creating actions and out-of-the-box (OOB) workflows to streamline processes.
* Skilled in crafting JavaScript and implementing business rules to ensure seamless functionality.
* Hands-on experience in developing CRM portals, including Partner Portal, to support customer engagement.
* Expertise in solution management, ensuring structured and efficient project organization.
* Accountable for deployments and release management, delivering stable and timely software releases.
* Expertise in transforming legacy CRM dialogs into Canvas Apps for enhanced usability and functionality.
* Skilled in developing embedded Canvas Apps leveraging the Power Platform for seamless integration.
* Proficient in creating Power Automate flows to integrate with Canvas Apps, optimizing workflows.
* Experienced in package deployments, ensuring efficient and structured delivery of solutions.

**Technical Lead – D365 & Power Platform| Ericsson Global | 02/2018 - 12/2019**

* Led a 5-person team of Developers.
* Successfully completed a 2-month onsite assignment at Ericsson Colombia Office, ensuring seamless collaboration and project success.
* Effectively managed timelines to meet all deadlines while maintaining zero escalations.
* Proficient in developing JavaScript solutions using the Xrm Object Model to enhance CRM functionalities.
* Experienced in creating custom workflows and plugins tailored to business requirements.
* Skilled in handling translations to support multilingual CRM environments.
* Expertise in solution management, enabling efficient organization and delivery of projects.
* Accountable for deployments and release management, ensuring smooth and timely implementation.

**Dynamics 365 Technical Consultant | Pactiv| 04/2016 - 04/2017**

* Accountable for customization and development of MSCRM 2016, delivering tailored solutions to meet business requirements.
* Skilled in developing SSIS packages to facilitate seamless data migration from SQL Server to MSCRM.
* Experienced in designing dashboards and creating custom reports using SSRS to provide actionable insights and data visualization.

**Dynamics 365 Technical Consultant | Singpost| 11/2015 - 04/2016**

* Led customization and development efforts for MSCRM 2015, delivering tailored solutions to meet client requirements.
* Integrated client-provided Web APIs with MSCRM 2015 to enable seamless connectivity and functionality.
* Developed custom .aspx web pages and web services to enhance MSCRM 2015 capabilities.
* Utilized JavaScript to call external web services, ensuring robust and dynamic integrations.
* Hosted web pages and web services on IIS for efficient and reliable deployment.
* Implemented MSCRM 2015 online reports using SSRS to facilitate advanced reporting and data analysis.

**Dynamics 365 Technical Consultant | MaxBupa| 05/2015 - 11/2015**

* Implemented JavaScript and workflows in MSCRM 2013 to enhance system functionality and automation.
* Successfully integrated MSCRM 2013 with other client systems like CCM using SOAP calls and IVR using WCF.
* Facilitated flat file (.csv) integration with the client system Beacon, ensuring seamless data exchange.
* Executed SMS integration within MSCRM 2013 to support effective communication workflows.
* Developed CRM plugins for invoking real-time web services, delivering dynamic and efficient solutions.
* Designed and implemented task schedulers using C#.NET to automate routine processes.
* Created web services, WCF components, and ASP.NET web pages to expand system capabilities.
* Delivered custom reports for MSCRM 2013 using SSRS, enabling advanced data analysis and insights.

**Dynamics 365 Technical Consultant | Panasonic| 10/2014 - 05/2015**

* Proficient in developing plugins and task schedulers to automate and enhance system functionality.
* Played a key role in integrating MSCRM 2013 with Microsoft Dynamics AX 2012 using web services, ensuring seamless data exchange.
* Extensively utilized JavaScript and ODATA on CRM forms to enable dynamic interactions and improved usability.
* Successfully implemented MSCRM 2013 scheduled reports using SSRS for automated reporting solutions.
* Designed and delivered custom reports in MSCRM 2013 using SSRS, providing advanced insights and analytics.

**Dynamics 365 Technical Consultant | Choice Solutions| 02/2012 - 05/2013**

* Successfully executed data migration from Salesforce.com to MSCRM 2011, ensuring smooth transition and data integrity.
* Played a pivotal role in gathering and analysing requirements to align project deliverables with business objectives.
* Implemented MSCRM 2011 with a focus on customizing forms and adding additional functionalities to meet specific client needs.
* Designed and developed custom reports using SQL Server 2008 Reporting Services (SSRS) for advanced analytics and reporting.
* Proficient in developing workflows and plugins to enhance automation and system performance.
* Extensively leveraged Fetch XML in CRM forms and reports to optimize data retrieval and manipulation.

# Education

**Master of Computer Applications (M.C.A)** - 09/2007 -05/2010

University of Pondicherry

# Certifications

* D365 Customizations and Configurations
* PL-400 (Power Platform Developer Associate)
* PL-600 (Power Platform Architect)

# Skills

* Dynamics 365 CE (Marketing, Sales, Customer Service),C#.Net, SQL Server
* DevOps, Jira
* XRM Toolbox, Kingsway Soft, Power Platform, Power Portals.

# Personal Details

Date of Birth : 14th April 1987

Languages : English, Hindi, Telugu

Passport Number : W0510699

PAN Number : ATDPA0119N