Vijay Kumar

Near Power House, Raj Nagar, Tundla, Firozabad, Uttar-Pradesh, India (283204)

📞 +91 7500046318 ✉ vijaykumarvishan@gmail.com 🔗 linkedin.com/in/vijaykumarvishan

Education

Sant Longowal Institute of Engineering And Technology   **July 2019 – June 2022**
Bachelor of Engineering (Computer Science and Engineering)   *Sangrur, Punjab*

Sant Longowal Institute of Engineering And Technology   **July 2016 – June 2019**
Diploma (Computer Science and Engineering)   *Sangrur, Punjab*

Relevant Coursework

- Microsoft Dynamics 365
- Software Methodology
- Algorithms Analysis
- Database Management
- Team Collaboration and Leadership
- Problem-Solving
- Analytical Thinking
- Communication and Stakeholder Management

Experience

De Facto Infotech Pvt. Ltd.   **January 2022 – Present**
Microsoft Dynamics 365 CE Developer   *Mohali, Punjab*

- Developed custom solutions, plugins, and workflow activities in Dynamics 365 CE to enhance business processes.
- Integrated Customer Voice surveys, SharePoint, and third-party applications with Dynamics 365 using Azure Functions, Logic Apps, and REST APIs.
- Created custom reports and dashboards in Power BI, SSRS, and FetchXML for enhanced business insights.
- Implemented Power Automate flows to streamline automation and improve system efficiency.
- Designed and developed Power Pages portals for external user engagement and self-service functionality.

Projects

Customer Service Automation | *Power Apps, Power Automate*

- Developed a case management system using Dynamics 365 CE to improve customer service response times.
- Integrated Power Automate workflows for automated case assignment and follow-ups.
- Created custom dashboards in Power BI to track case resolution metrics and agent performance.
- Implemented a self-service portal using Power Pages for customers to track case status and submit requests.

Customer Voice Survey Integration | *Power Apps, Power Automate, Microsoft Survey Forms*

- Integrated Customer Voice surveys with Dynamics 365 to collect and analyze customer feedback.
- Automated survey distribution using Power Automate based on customer interactions and case closures.
- Designed custom reports and dashboards in Power BI to analyze customer satisfaction trends and NPS scores.
- Enabled real-time alerts for negative feedback to trigger immediate action by customer service teams.

Power Pages Portal Development | *Power Apps, Power Automate, Power Pages, HTML, CSS, Liquid templates, JavaScript*

- Designed and developed Power Pages portals to provide external users access to Dynamics 365 data.
- Implemented secure authentication mechanisms using Azure AD and role-based access control.
- Developed a knowledge base section integrated with Dynamics 365 articles for self-service customer support.

SharePoint Integration for Document Management | *Power Apps, Power Automate, SharePoint*

- Configured SharePoint integration with Dynamics 365 CE for seamless document storage and access.
- Automated document creation, storage, and retrieval processes using Power Automate.
- Implemented a custom approval workflow for managing contracts and service agreements within SharePoint.

Technical Skills

Languages: .Net, JavaScript, Java, C/C++, HTML, CSS, Power Fx, Liquid Template
Power Platform / D365 Modules: Power Apps, Power Automate, Power BI, Power Pages, Customer Service, Field Service, Sales
Databases: SQL Server, Dataverse (CDS), MySQL, Oracle
Reporting: SSRS, FetchXML, Power BI
Deployment And ALM: Azure DevOps, CI/CD Pipelines
Others: XRM Toolbox, KingswaySoft, SSIS, Customer Voice Survey, SharePoint, REST API Integration, Custom Connectors

Certification

Java Core and Advance | *INCAPP* **2018**
- INCAPP is a leading coding institute committed to providing high-quality training programs to students, professionals, and organizations.

Android App Development and Programming with Python | *INTERNSHALA* **2020**
- INTERNSHALA is online internship platform.

PL-900 | *Microsoft* **2022**
- Microsoft Power Platform Fundamental

References