**VIKAS PODDAR**

13B,Ganesh Nagar Extension2,Laxminagar

New Delhi -110092

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##### Career Objective:

To work with professionally managed organization so as to learn, enhance and develop my technical skills, knowledge and personality and will commit myself to fulfill tasks and duties entrusted, there by achieving organization goal.

##### Experience Summary

* Configuration and Implementation in MS Dynamics CRM 2011,2013,2015,2016 and dynamics 365.
* Working on configuring users and teams, views creation, field customization, entity customization, relationship and mapping,configuring field security etc.
* Providing Technical Support ,administration and development for UIDAI contact center, ROs, techsupport users, uidai officials and its stakeholders on Microsoft Dynamics CRM On premise (2011) services module and D365 related issues.
* Identifying, tracking, and resolving CRM issues promptly and professionally.
* Perform CRM Customization and development for CRM Development Projects
* Troubleshooting with all functional issues like login, access level, reporting and compatibility etc.
* Troubleshooting with mails landing, workflows, view creation, fetching report from CRM and share to concerns as per the business requirement.
* A skilled Techno functional analyst with a flair for adopting new technologies.
* A keen Analyst, Team Player and consultant with thorough understanding of all aspects of client requirements through direct client interaction, translating them into technical specifications and driving their execution within the application.
* Proficient in learning new technologies and quickly adapting to new environment.
* Have excellent communication and inter-personal skills.
* Ability to take pressure and deliver quality solutions
* Able to work independently with minimal input from supervisor
* Gather end user’s business requirements,Analyzing and translate them into CRM Application functions

**Total Experience: 3.6 years.**

**IT Skill Sets**

* Microsoft Technologies : ASP.Net 4.5, C#.Net
* Microsoft Dynamics : Microsoft CRM 2011,2013,2015,2016 and 365.
* Development Tools : Visual Studio.NET
* Web Technologies : HTML, XML, and Web Services
* Scripting Languages : JavaScript
* RDBMS : MS SQL Server 2014
* Other Technical Knowkedge: Basic of networking(CCNA) & Linux, SMS gateway application

##### Work Experience

1.Company Name: HCL InfoTech Ltd.

**Client: -** Unique identification authority of India

**Designation:** Sr. Associate Engineer (Techno functional MSCRM 2011 &D365)

**Duration:** Jan 2016 to Present

Job responsibilities:

* Working Knowledge in development and customization of MS Dynamics CRM 2011,2013,2015,2016 and 365.
* Having Working knowledge of business Unit, security roles, Business rule and BPF
* working Experience on Plug-ins – Developing and registering plug-in and custom workflow.
* Performing duties related to CRM Administration including creation of new user accounts in AD, dashboards, reports, security roles, Process
* Experinece in email Router configuration and Troubleshooting mail connectors related issues like mail flow between CRM users, mail flow to the internet incoming and outgoing,
* Maintain Microsoft dynamics CRM website performance and IIS
* Worked on SSRS Reporting .
* Working experience of Ribbon Customization through Ribbon workbench tools.
* Implementation and Integration of APIs with CRM to manage the complete life cycle of  UIDAI ,Aadhar related information.
* Data migration and integration using Dynamics CRM tools.
* working knowledge of CRM portal ,Field services and other latest feature of CRM
* Performing day to day activities to ensure smooth running of the production environment.

**2.Company Name:-** Intarvo technology(Noida).

**Client:** - Den Networks ltd.

**Designation:** Engineer L1 (Wipro CRM & Microsoft Dynamics 365 Functional support)

**Duration:-** JUNE 2015 to JAN 2016

**Job responsibilities:**

* Provide daily dashboard productivity report.
* Escalating and Coordinating with MSCRM development team, Network Team, Security Team, Users accordingly till the issue resolve and user confirmation.
* Responsible for Techno-Functional Support for resolving Microsoft Dynamics 365 issues to a broadband company DEN NETWORKS LTD.
* Stakeholder Management
* Good understanding of ITIL process.
* Provide the training of process to Team members and Stakeholders to aware about new processes.
* Maintain SLA according to the issue, in dependency log call, transfer to concern domain, send Notification according to impact to concern persons and follow up till closed and RCA.
* Share daily dashboard productivity report of CRM users.
* Take complete ownership for each issue raised to CRM application till the closure and user confirmation.
* Basic troubleshooting of network devices or server hardware level To provide 24x7 monitoring support of Infrastructure devices like network device and servers, applications and other operations.
* To analyze the Issue and provide Inputs to Level 2 team for rectification and earliest resolution.
* Ensure end to end connectivity of customers in case of call logged or escalating to Application support group wherever appropriate, within acceptable time limits.

**Qualification:**

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| --- | --- | --- | --- | --- |
| **EXAMINATION** | **UNIVERSITY/BOARD** | **YEAR OF PASSING** | **INSTITUTION** | **Percentage** |
| B.E | North Maharashtra University,Jalgaon | 2013 | SSGB college of engineering and tech.(Jalgaon) | 68 % |
| HSC | BSEB,Patna | 2008 | AND college,patory | 60 % |
| SSC | BSEB,Patna | 2006 | GB high school,patory | 74% |

##### Personal Details

Date of Birth : January 5th 1991

Father’s Name : Mr. Shivnath Poddar

Address : 13B, Laxminagar, Delhi-92

Hobbies : Surfing Internet, Reading, Listening and singing Music

##### Declaration

# I hereby declare that the information furnished above is true to the best of my knowledge & belief.

# Place: Delhi

Date: (Vikas Poddar)