**Anirudh Reddy Kandimalla**

**Microsoft Dynamics CE Techno-Functional Consultant**

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**Summary:**

* Microsoft Dynamics CE Techno-Functional consultant with 10+ years of IT experience, specializing in Microsoft Dynamics CRM and related technologies.
* Proficient in all project phases from Design to Deployment, ensuring comprehensive solutions within Microsoft Dynamic CE.
* Expertise in MS CRM installation, configuration, customization, and Data migration across various versions. Skilled in designing, deploying, and debugging Plug-ins and Custom Workflows using CRM SDK to streamline business processes.
* Proficient in client-side scripting languages: JavaScript, jQuery, HTML, and CSS. Experienced in creating Sitemaps with XRM toolbox and managing user roles and security.
* Knowledgeable in CRM Outlook configuration for business users and conducting various testing phases including Bug Reporting and Fixing.
* Experienced with Power Apps applications and Azure DevOps boards creation.
* Excellent proficiency in Ribbon customization using the Ribbon Work Bench tool.
* Worked with Iterative Agile Methodologies and Waterfall methodologies.
* Capable of creating comprehensive documentation for clients including functional and technical requirements.
* Possesses strong analytical, logical, and interpersonal skills.

**Certifications:**

* Microsoft Certified: Azure Fundamentals certification **(AZ-900)**
* Certified Microsoft Dynamics CRM Customization and Configuration (**MB2**-**707**).
* Microsoft Dynamics 365 Customization and Configuration (**MB2**-**716**).

**Education:**

* Master’s degree in Wilmington University, DE, USA (2016-2017 May).
* Bachelor’s degree in information technology, JNTUH, India (2011).

**Work Experience:**

**State of Tennessee -DIDD Oct’18 – Till Date**

**Role: Microsoft D365 CE Techno-Functional Consultant**

**Project: TITAN – CRM for the State of Tennessee**

**Responsibilities**:

* Provide CRM On-premises Production issue support to users.
* Perform regular system enhancements.
* Customize security roles and permissions based on business needs.
* Develop Dashboards, views, and reports tailored to user roles.
* Implement JavaScript for field and form-level customizations.
* Create Plugins and workflows for custom business logic.
* Design and implement Power Automate flows for custom logic.
* Customize Sitemaps using XRM Toolbox.
* Handle data integration between CRM and Oracle systems.
* Develop user training documents and conduct demo sessions for new enhancements.
* Develop Canvas applications and deploy Model-Driven PowerApps solutions.
* Utilize PowerApps low-code platform for data validation, automation, and integration.
* Customize Ribbon and buttons using Ribbon Workbench.
* Conduct Production data correction sessions with business users.
* Contribute to the CRM upgrade process from 8.1 to 9.0 CE.

**Technology used:** Microsoft Dynamics CRM 9.0, CRM 2016 On-premises, Azure DevOps, ServiceNow, Team Foundation Server (TFS), ASP.NET, Ribbon Workbench, XRM Toolbox, Microsoft SQL Server, Microsoft Visio, Dynamics 365 Portal, Microsoft SharePoint, Active Directory, JavaScript, C#, CRM SDK.

**Department of Fish and Wildlife (WA State), Olympia, WA Jan’18 – Sep’ 18**

**Role: Dynamics CRM Techno-Functional consultant**

**Project: Hydraulic Project Approval (HPA) using Dynamics CRM**

**Responsibilities**:

* Conduct requirement-gathering sessions with Business Users and prepare project scope and functional requirements.
* Customize entities, fields, relationships, and security roles based on user roles.
* Develop SSRS reports, plugins, custom workflows, and actions for CRM integration with other applications.
* Design Dashboards and views tailored to user roles.
* Implement JavaScript for field-level customizations.
* Configure XRM system workflows and develop Plugins to meet business requirements.
* Use SSIS for loading incremental data and implement SLAs for custom entities.
* Customize Sitemaps and UI, utilize Ribbon Workbench for ribbon customization.
* Develop and customize Dynamics 365 Portal, including Entity forms, Entity Lists, and Web forms.
* Conduct meetings and demo sessions with end users on project progress.

**Technology used:** Microsoft Dynamics CRM 2016, ASP.NET, Microsoft SQL Server, Microsoft Visio, Dynamics 365 Portal, Microsoft SharePoint, Active Directory, JavaScript, C#, HTML 5.1, jQuery, Microsoft Azure, CRM SDK.

**Dell Technologies, Austin, TX June’17 – Dec’17**

**Role: MS CRM Technical Consultant**

**Project: Implementation of Dynamics CRM.**

**Responsibilities**:

* Gathered client requirements and conducted gap analysis.
* Customized and configured Dynamics CRM to meet client needs.
* Designed Business Process Flows as per functional requirements.
* Developed Plugins, Custom Workflows, and interactive Dashboards.
* Conducted Root Cause Analysis (RCA) for critical bugs.
* Controlled portal authentication settings and created client-side extensions using JavaScript, CSS3, and HTML5.
* Performed Data Migration from CRM 2013 to 2016.

**Technology used:** Microsoft Dynamics CRM 2016, ASP.NET, SQL Server, Power BI, SharePoint, Active Directory, Java Script, C#, HTML 5.1, and J Query Microsoft CRM Premise 2013/ online 2016, CRM SDK, screens, views, workflows, reports.

**GGK Technologies, Hyderabad, India Feb’13 – Dec’15**

**Role: MS Dynamics CRM Developer**

**Project:** Implementation of MS Dynamics CRM for Real Estate IP.

**Responsibilities:**

* Analyzed business requirements and proposed solutions to achieve goals.
* Customized system entities, and created custom forms, fields, and views.
* Managed security roles and user assignments based on access rights.
* Implemented Synchronous and Asynchronous workflows to automate processes.
* Developed Plugins for complex business rules and data validation.
* Led end-to-end Dynamics CRM implementations.
* Worked extensively with MS Dynamics CRM reports, including SSRS and out-of-the-box reports.

**Technology used**: Microsoft Dynamics CRM 2013, CRM SDK, C#, Asp.net, Visual Studio 2013, .NET Framework 4.0, MS Outlook, IIS 7.0, JavaScript, Message queues (MQ), XML, HTML/CSS, SQL Server 2008, SSRS and SSIS, Scribe, TFS2012, MVC, XRM Toolbox, XML, Agile Methodology.

**I2space web technologies, Hyderabad, India Aug’11- Jan’13**

**Associate Software Engineer**

**Credit Card Application and Management System.**

**Responsibilities:**

* Played a significant role in the design and development.
* Extensively developed User interfaces using ASP. NET Forms.
* Designed and developed a complete front-end application using ASP Web Forms.
* Designed web forms by implementing CSS, HTML, and JavaScript.
* Designed and developed the GUI to input and retrieve data in C#.
* Design and developed multiple master pages, and user controls for the ASP .Net pages.

And implemented them on various pages.

* Designed reports on screen for analyzing the performance.

**Technology used:**

ASP.NET, C#, JavaScript, Visual Studio, SQL Server 2008, CSS, and HTML.