Core Value:

A Client Centric Microsoft Solution Expert. Consistently Enabling Client with NextGen Technology Solutions by utilizing creativity, leadership, and teamwork to Envision-Architecture, Design and implement Power Platform, D365 Sales, CE, Field One, D365 F&O Solution - B2C & B2B Digital Commerce, Legacy / Modern Portals Applications and Azure Accelerated Apps and microservices paradigm Services in On Premise and Cloud channels.

Lead Architect & Solution Expert - Digital Transformation Consultant – IBM Certified Mentor

>> 13+ years:	>> 3+ years:	>> Overall, 25+ years Fortifies In:
Dynamics365 Sales/ CE, D365 Portals. D365 F&O, Warehousing, Azure PaaS, SaaS, Security Roles, Plugins, Actions, Cloud Flows Workflows, Business Processes, Azure Functions, Logic Apps,	Power Platform (PP), PP Apps, PP BI, Power Automate-Clou Flow, B2C Digital Commerce, Dataverse, PP ALM – DevOps, Azure Data Lake, Common Data Model	Design Automate Business Process/Sales/Customer Services Omni Channel & CX, Dynamics B2B, B2C, StoreFront, Call Center Consulting, Solution - Technical Architecture, Developer, Team Mentor and Player by examples

Engagements - Work Areas:

Vertical Industries Experience and Solution Providing:
Led both Dynamics CRM / 365 & D365 F&O (AX2012) Migration and brand-new End to End implementation for business domains: US Public Sector, US Lead Retail and Consumer Channel Bank, Healthcare Provider, Real Estate and Brokerage, Commercial Loan Origination System, US Government Client and US based leading Auto Manufacturing Company - including both On Premises and Cloud based Online D365 CE, Sales, PowerApps & Platform and D365 F&O/ SCM. Led as a Business SME and designed Solution Packages and Suits of Business. Worked as a Technical Expert to envision the solutions and real implementation while keeping CRM as a central System of record.

Solution Innovations - Adaptive and Client First Approach:
Created several CRM and Azure hosted solutions that helped Client to address complex business processes to adapt and evolve as per industry changing rules and compliances. Created adaptive Solution for Healthcare and banking Clients in prioritizing Client First with underneath foundational components implementation with latest stack and next generation Technology Frameworks like Social Platform Integration, Cloud native Apps that gave client edge over their competitor and customer's pressing needs.

Lead in Approach - Design with Real Hands-On Development:
Designed and Developed artifacts that either provide self-learning platform to Customers Business and IT Teams in CRM and Azure Native Apps space. Conducted workshops to showcase in built functions and features of MS CRM leading Customer to realize what is easy to configure and what part need customization to bring most of ROI in terms of cost, ease to operate, maintain and path to DevOps related CICD. Do custom coding and Integration with Client Technical teams to mentor them with goal to generate lead and capacity to own the system after system go live.

Expert in Creating Resilient & Elasticity Native Apps -Portals in Micro Services anywhere:
Hands on with design, development, configuring Azure Cloud based and On-Prem Applications and Integration Workloads using Micro Services Architecture, Patterns and Real Services Development. Developed Azure Service Bus, Event Service & Shift Jobs, Common set of Libraries, CRM Packages CICD with SVN based code repository and one click operation leading to effective DevOps automation.

People lead by example for client & internal teams:
Leading by example in direct customer engagements with doer proofing mindset. Coaching, Mentoring and caring team members to drive usage, ensuring optimal productivity and hold team accountable for promised deliverables. Foster collaboration culture with internal Microsoft stakeholders and external partners to seamlessly drive customer outcomes.

Drive Customer Empathy to get ahead of customer challenges and engineer positive business impacts:
Practice & incorporate Enterprise design thinking to address end users' challenges & needs by solution envisioning & modeling using DX patterns & practices. Develop bigger picture of Solution to identify, enumerate and understand Business & Architect Leadership views & feedback leading to Trust Advisors to customers and interval partner channels. Lead team to apply business and technical capabilities and integrate insights across complex customers/partners to resolve blockers and proactively create workaround strategies to circumvent complex or escalated.

Skills:

Dynamics 365 CRM, Power Platform, Portals and Business Processes
SME, D365 & On Prem: Development with WorkFlows, PlugIns, Client jS, CRM2Backend and CRM2Portal (Dual) Systems Integration, Azure IaaS/PaaS Architect/developer and PowerShell Automation for Azure commands/Lib, CRM package based CICD, Power Platform Apps/Power-Automate and Power BI. Extensions: Business Processes /Custom Workflow/Plug-in/SDK/JS, Deployments in the multi-tenant environment, Data Migration and System Deployment & Configuration (On Premises, IFD and Online) Business portals (ADX Studio & Custom) and WCF Services extension for portal integration, Data Integration using KingswaySoft, Scribe Insights, Workbench and Console and SSIS, Web API Integration with backend ERPs and LoB Systems. Custom Apps - React, React Native, Type Script, Fluent UI, Power Apps Studio, Visual Studio Code

D365 Financial & Operations/SCM,
VS 2017, LCS, Visio, SQL 2016, Azure AD, Azure Apps Process Modeler, SSRS, SSIS, X++, DIXF, Custom Business Modeling and OData extension, Reporting and integration using CloudFlow and Azure Functions and Logic Apps. D365 B2C with Product-Catalog, Pricing, Discount & Rating Services with Content modernization using Site Builder, hosted CSU and Client Apps customization and extension, Multilingual Sites – Location, Tax, Warehousing, Payments integration with cross channel Retails, Online and Call center setup and configuration

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Cloud Native Application - Microservices by Scale & Resiliency:
Assess Current State of Application Architecture, Evaluate, Define & Author 12 Factor based Cloud centric to be Architecture to fit with PaaS and SaaS based solutions. Refactoring on-Prem Client Server / Multilayer Design to decomposable microservices with DevOps deployment workload using Docker Containerization and Kubernetes orchestrated hot redundant scalable units. Technology stack used - .NET Core, AKS, Service Fabric, Azure APIM, OAuth2.0, Azure logging, Monitoring and intelligent cloud flow. Design Patterns like Strangler Services layering, Data CQRS, Resiliency CB and both Shared database and Self-contained DB Service

Delivery Execution: Hands on using Full Life Cycle (SDCL, RUP), Agile Scrum ((Dev - TDD, SIT), Custom PLM,   Microsoft Sure Step Methodology   Agile execution in Near-Shore and Off- Shore model

Certifications:
- **IBM Certified Mentor**
- **Microsoft Certified:** Dynamics 365 Customer Insights (Data) Specialty
- **Databricks:** LLM101x: Large Language Models: Application through Production
- **Databricks:** Large Language Models: Foundation Models from the Ground up
- MSFT Certified: Power Platform Solution Architect Expert
- PL-600 MSFT Certified: Power Platform Solution Architect
- PL-400 MSFT Certified: Power Platform Developer Associate
- 70-534 MSFT Azure Cloud Solutions Architect
- 70-532 Developing Microsoft Azure Cloud Solutions
- MB2- 701 - Extending MS Dynamics CRM 2013
- MB2-867 Extending MS Dynamics CRM 2011
- CTS Academy - Dynamics CRM 4.0

Aspirations and Hobbies:
- ❑ Lead & Provide next generation Digital Transformation & Custom LLM (Copilot / Azure OpenAI) solutions that accelerate Client's adaptation of digital technology that is based on Customer (End User) empathy
- ❑ Learn, Adapt, Deliver & Mentor - both Internal Team and Client teams
- ❑ Innovate, Experiment as a continuous process by choice
- ❑ Like Skiing (still learning), and in general, experimenting with and learning from life experiences

Education:
- Bachelor of Technology (1992-1995), Mumbai University, India
- Bachelor of Science (Physics) (1989- 1992), Mumbai University, India

Professional Work Experience/History:

>>> International Business Machines (IBM): April 2018 – Nov 2023:

>> Public Sector – Client - AZ State Department of Childcare System – Solution & Technical Architect & Delivery Lead   May 2022 – Nov 2023

Overall responsible to prepare RFP responses demonstrating IBM's capabilities as a trust and value stream based Digital Transformation partner.
Engaged in show & tell sessions with prospect clients to exhibit real scenarios addressing cores of RFP and near-term vision realization.
Public Sector - US State Client - Solution Architect and Technical SME – Mentor

Solution Components: Azure GCC and MCC, D365 CE – Model Drive Apps – six Custom Modules - Business Modeling (Dataverse platform SaaS) – Workflows – Plugins – BPF – Client Script – AAD integrated & Controlled Security Roles, D365 & Power Portal - Liquid Templates, Portal entities and Web Roles, Power Apps - Canvas Apps, Power Automate -Azure Functions - Logic Apps, ETL using Azure Data Factories – Data Flows – Logic Apps Triggered Integration - Azure Synapse Datawarehouse, DAX, Power BI Workspaces - Data Mart – Tables & Views, Power Platform DevOps – Multiteam – Multi Dev & Test Environment Strategy for high velocity environments.

Creating the functional specs, functional design documents, Epic - user stories creations, implementation solution maps; and other deliverables.
Initiated, coordinated across internal and partners business users to drive End to End understanding of Functional & Operational views, challenges, and expectations.
Authored, functional specifications including use cases, business scenarios leading to consensus on understanding and priorities for program iteration planning.

Conducted Joint Application Design workshop for acceptable solution design. Architecting solutions and work with technical team on configuration, design, development, and testing efforts. Developed core & foundational components of modules using Plugins, Workflow Activities, Actions and PCF components.

Provider Financial-Payment Module: Designed, Orchestrated & documented E2E & Sub Processes & detailed Components A. Provider Financial Setup & Registration B. Create Invoices – Manual by Payment Specialist – Auto by Batch Processes (Web job Apps) – Auto by Provider (Portal) C. Invoice Verifications by Provider & Edits D. Invoice Verifications by Account Payment Specialists E. Account Payments Submission to AFIS, AFIS Status Correction, Overpayments – Funding adjustment ad-hoc.

Business Impact: Overall Provider Invoicing and Payment settling improved 4X faster & accurate, Service Provider satisfaction score jumped from 2 to 4.5 on scale of 5. Budgeting & Forecasting pipelines became better, faster, and easy to predict financial reporting.

D365 CE DevOps Automation: Designed, developed multi-team, multi-environment, multi-phase end to end Power Platform devops process. Operationalized by producing 'D365 – power Platform' ALM based Playbook. Introduces & implemented operations with RACI structure and

Business Benefits: A. Manual efforts & complexity to resolve the Solution Conflicts & dependencies became more planned than an aftermath led to an average 20-hour savings per sprint per team deployment. B. Cross Teams' collaboration & governance of solution & feature dependencies improved by 80%. After two PI execution, IT experienced 3X faster, smooth delivery & deployments

TMA Power App: Created Architecture & Business value comparison artifact comparing Canvas App Vs Model Drive App Vs Custom App vs Third Party App, Designed Dataverse backend, Engaged in Strategy to extend canvas app to partners & contractors. Power Apps- Canvas Apps, Azure Functions, Azure Custom Connector, Power Automate Integration, OAuth2.0, Introduces & implemented operations with RACI Org and reporting.

>> Public Sector – Client – NJ State - Solution Architect and Technical SME – Mentor   Oct 2021 – Sep 2022

Solution Components: Azure Govt Cloud, D365 CE, D365 Portal, Workflows, Plugins, Azure Functions, Watson Chatbot, Power BI, Azure DevOps, Liquid Templates, Portal entities and Web Roles, Power Apps - CanVas Apps, D365/Model Drive Apps, Power Automate

Value Generated: Generate Power Portal Capability, Constructed PP team of 8 developers, Delivered Prod ready CRM and Portal Solution in span of six months. Mentored team of 10 developers, 2 BAs and 2 QA engineers. Successfully created foundational components that become base for all futuristic Benefits management system. Generated External Facing Web Portal that processed $MM Fed and State Funded Benefits claimed in span of 3 months. Business: Increased Benefit processing claims speed by 100x. Improved Speed and CX by multifold, Backend Integration switched from Batch to Real Time4

>> Public Sector – Client US Largest City services – NYC311 - Lead Architect / Mentor & Technical SME   Jan 2021 – Nov 2021

Solution Components: Azure Govt Cloud, Azure Service Bus and Functions, D365 CE, D365 Portal, Workflows, Plugins, Azure DevOps, Liquid Templates, Portal entities and Web Roles, Optimization of Integration layer and D365 API for Mobile, Custom ERD model with 55+ new Entities, 80+ Business Units,

Value Generated: Designed multiteam based Solution merge and package build solution. It saved 4 support engineers work effort with at least $300K P.A. savings, operational efficacy improved almost by 100%. Re-Engineered more than 30 Integration point from semi or Manual to near real time data exchange with other agencies/divisions, Automated & centralized 15 Agencies Knowledge Content & Rule Business model - Addressed near real time, unplanned event-based citizen services support framework to create, process and integrate in end-to-end self-service model

>> US Multinational Medical Devices Co – **Cooper Surgical** - Technical Architect and Lead Implementer   Nov 2019 – Feb 2021

Solution Components: D365 Financial & Operations/SCM, VS 2017, LCS, Visio, SQL 2016, Azure AD, Azure Apps Process Modeler, SSRS, SSIS, X++

Led two workstream Finance & Warehousing to identify gaps that drives several Modules Configuration, Customization, Data Entities Mapping and Business Events & Workflow Edits and Creations. Primary Focus Modules AP, AR, GL, PIM, Product Configs, Advanced Warehousing, Procurement & Sourcing, Cost & Production Planning Envisioned Prospect / Order to Delivery Process by Designing, implementing key aspects of SCM - Demand Planning, Detailed Scheduling, Service Parts and planning, Supply Network - Inbound & Outbound Warehouse Operations across legal entities and Sites Integration using extension of DIXF, Batch Processes Customize Security Models - Privileges / Duties and Integration with MS Office toolset Setup & Established LCS-DevOps to Merge - Build and Deploy Custom Packages and Config Changes

Value Generated: Served as a Principal member of the D365 F&O product implementation team for Client and its partner / subsidiary companies spread across the NA and EU regions. Collaborated with Templates and Proof of Concept modelling with LoB's business leaders and Engineering leads that led to create compelling Region first to roll up businesses into Parent Entity's Strategic rollout of F&O ERP for Daily, Monthly, Quartey and Period Ending Statements, Inventory snapshot, Demand Forecasting for Order & Supplies. Several Business processes - Procure to Purchase, Order to Manufacturing etc successfully implemented.

>> Largest Govt and Commercial Construction Contractor – AECOM - Solution Designer & Tech Lead - Mentor and Expert   Mar 2019 – Jan 2020

Solution Components: Common Data Services (Now, Data Verse), Power Apps/Canvas Apps, .NET Core / ASP.NET, JavaScript, Azure Web Apps, Azure Functions, Azure Custom Connector, Sales Force integration, Oracle Financials Integration, Microsoft Flow (Power Automate), Azure Event Hub, Azure Data Factory, OAuth2.0, Azure Web App.

Value Created: Instrumental to envision, design and deliver Single Tenant - Multi Environment based Power platform solution to address multilingual - common customer and projects storage. Simplified and Designed Canvas Apps, Backend Rest API layer and Authentication/Authorization using AAD/Oauth2.0 custom token. Custom PCF component as foundational for Role Based Canvas Apps. Intelligent Error Handling and Integration with cross Cloud Apps and On-Premises Enterprise Applications

>> US Largest Home Improvement Retailer – Lowes – Technical & Integration Architect   April 2018 -   Aug 2019

Solution Components: Azure Data Factory, Azure SQL, D365 CRM - Sales, Sales Hub and Sales Insights, Customer Service,
Azure DevOps, Azure Functions & Apps, Visual Studio and Experlogix CPQ, Azure SQL and integrations, Actions, Plugins, Workflow, Data Migration - Data Gateways and Cloud data Connectors

Value Generated: Successfully designed and modeled Region to Sales Territory to Contractor Framework with Local Product history based Demand forecasting and Sales dimension. Led 'Lead to cash' and Customer Loyalty transformation programs delivering complex D365 CRM and CPQ solutions utilizing the on-Premises and Cloud solution stack. Led, mentored and guided high performing teams to translate the defined strategy into enterprise solution by managing dependencies and utilizing the enterprise application strengths that will support the end-to-end business process flow.

>>> Large Indian Offshore Company (Wipro): Oct 2017 - Jan 2018

>> US Banking Financial Institution - Lead Solution Architect   Dynamics 365 & Integration with Various Backend and Frontend systems

Solution Platform: MS Dynamics 365, xRM SDK, VS 2017, .NET 4.x, Windows Server 2016 , MS SQL Server 2014, TFS and JenKins, DevOps, Web API 8.2/9.0, Web package, jQuery, JavaScript framework, IIS8.0, ADFS and Claim based Authentication, Siebel 7.x, Complex CRM Workflows and Real Time Integration using TibCO and OSB, PlugIns / WorkFlows and Web API for Integration with Hogan, Fusion Suits of Application

Value Generated: Provide End to End Architecture and Solution development for Sales and Appointment Managements that addresses complex requirement involving Sales Cycle and Customer Service Management both Physical Branch - Banker and Online 24x7 channel for retail and Business customer.

>>> Hewlett Packard Enterprise July 15 - Feb 2017 | DXC (contract) : Feb 2017 - Oct 2017

TRS - TX state agency having multibillion Dollars Assets and manages Retirement and Health Benefits for close 2.1 million Active Participant and overall 3.8 million
Participant.

Solution / Technology Platform: CRM Customer Service & Support Users: 700+

MS Dynamics CRM 2013 / 2016, xRM SDK, VS 2013, .NET 4.x, ASP.NET portals, Windows Server 2012 /R2, MS SQL Server 2014, SVN Jenkins, Entity Framework (6.0) and OData Web package, jQuery, JavaScript framework, IIS7.0, ADFS and Claim based Authentication. WhoseOn Chat Integration, Siemens Open Scape Phone Call Integration, Complex CRM Workflows and Real Time Integration with HP's Retirement Systems, HP Exstream and IBM FileNet, 45 plus CRM Workflows, more than 18 Dashboards, PlugIns for Round Robin Work distribution, Queue items, Global Email generation and various Code Activity Workflows

> Responsible: Provide End to End Architecture and Solution development for Contact and Case Managements that addresses complex requirement involving Contact and Case Management Multi Office, Multi Location - Schedules Service Appointments Automation - various Business Rules and related Workflows for Case Creation > 45

Workflows that requires multi-level, multi department's team task assignment and approval and different escalations Custom Dashboard and reports development Custom Team-Role Based Security Model to establish Organization Structure and related escalation model Design tool that automates enterprise level CRM Solution Check-in / out and auto Build using SVN repository Design and Develop tool that automates export and Import of CRM system configuration Data from DEV to various downstream
environments Engage and Contribute MS CRM CoE and Team Development to enhance capability and speed up the delivery using Software Factory Pattern Lead CRM recruitment and bringing right skill sets Conduct Training and Team Skill Enhancements

>> HP - Salesforce to Dynamics CRM Online Migration

>> Solution / Technology Platform: MS Dynamics CRM 2015 online, Field-One FSM, Field-ONE SKY App, Resco Mobile xRM SDK, VS 2013, .NET 4.x, Windows Server 20 /R2, Entity Framework and OData Web package, jQuery, JavaScript framework, Scribe insights - Salesforce App Adapter, Scribe insights - Dynamics CRM Adapter, Azure VM Azure SQL Services, ADFS Claim based Authentication, Avaya CTI, FSM Workflows and Real Time Integration with SAP and BackEnd Applications, Dashboards, PlugIns for Work Order Routing with Load Balanced Routing, Queue items, Devices: Smart Phones (iPhone and Android Devices), Tablets. CRM Sales Users: in excess of 1600 across seven countries

>> Responsible: Authored Solution Technical Architecture guidance that led Business Model, BUs & Teams based Security Modeling, Business Processes & Extensions and overall UX mappings as a guided path for Iterative & layered migration. Evaluated & selected tools & frameworks that hosted & accelerated data migration, integrations with critical backend system of records for Products, Pricing, Catalogs, Inventory, and sales Order dataset sync-up and real time handshake. Designed & developed foundational components for Multi Office, Multi Location - Schedules, Sales Order and Appointments Automation and Management, Product Servicing Agreements and Service knowledge Base. Designed and Developed Several Business Process extension using PlugIns or Custom WFA Libraries - like Quote - Order - Invoice generation, Intelligent Price Listing, Auto Schedule Routing and Work Order Dispatch allocation. Data integration using custom extension solutions. Dashboard with Sales Dashboard - SLA and KPIs for Sales effective measurements and Business Insights for Business. Conduct Training and Team Skill Enhancements

>> Role: Lead Solution Architect - Implementation Lead - MS CRM & Integration for US Public Sector July 15 - Oct 2017

>> Public Sector Client - US State Agency and Spain Government Agency - Dynamics CRM 2013/2016

>>> Fahrenheit Consulting: Jan 15 - July 15

>> US largest retailer of beauty supplies - CRM 2013 Sales Order, Distribution and Case Management - Sr. MS CRM and Integration Consultant

Solution Platform: MS Dynamics CRM 2013 xRM SDK, VS 2012, .NET 4.x, WCF hosted CRM Services, Windows Server 2012 /R2, MS SQL Server 2012, Team Foundation Server, Microsoft Sure Step methodology, Integration with POS backend and Customer landing System using BizTalk Process Orchestration, SSIS based Data Migration using KingsWaySoft toolkit, PlugIns and Custom Workflows, JavaScript Library development and enhancement

Responsible: Designed and Developed Solution for M:M relationship between approx. 1.2 million accounts and 35 million contacts with multilevel level one Account and child Account and Contacts relationship - Designed and Developed Several Plugins on Contact and Account to enforce multi-level implicit relationship - Designed and Developed custom Workflows for Duplicate detections and corrections scenarios - Designed and developed Winner - Victim Strategy for Duplicate Contacts to consolidate Cases, Email, Orders with Winner Contact - Designed Data Migration Strategies to export and migrate legacy Data in to CRM and provide pivot of CRM Data to Downstream systems

>>> Cognizant Technology Solutions US Corp: Oct 13 - Jan 15

>> US Real Estate & Relocation - Sales and Services - MS Dynamics CRM & .NET Solutions and Delivery CRM 2011 migration on CRM 2013

Technology Platform: Multi-Organization MS Dynamics CRM (IFD) 2013 / 2011, Devices and Multi Web Client integration, xRM SDK, VS 2012, .NET 4.x, ASP.NET portals, Windows Server 2012 /R2, MS SQL Server 2012, Team Foundation Server, Entity Framework (6.0) and OData Web package, jQuery, JavaScript framework, ADx - FaceBook portal, IIS 6.0/7.0, ADFS and Claim based Authentication.

Responsible: Understand current multi-organization Architecture and implementation by doing production support as well as knowledge sessions with technical; and functional SMEs. Producing detail document for business processes, in line workflow and plugins implementation, drive the strategy & options for migration that will rips major 2013 platform benefits like mobile and remote client, real time integration with backend ERP and overall platform consolidation for improved Sales & Services Analytics

>> Client - ASIAs Top Bank: Market Contract Automation & Report Analytics May 13 - March 14

Major financial institute in Asia wanted to speed up contract processing in various regions of the country with comprehensive single strategic business process by consolidating region specifics rules and needed an automated solution that their field people would easily adopt, leading to faster processing, thus quick & improved cash flow.

Benefits Achieved: Improved Contract Closure Time by 80%; Real Time Collaboration between Sales Rep and Bank Authority; Right Information at Finger Print enhanced Right decision support across the Bank; gain in IT agility with xRM extensibility and in house skill set, One templatized

Technology Platform: MS Dynamics CRM (IFD) 2013 Server, SharePoint 2010 Document Repository, Web Client, xRM SDK, VS 2012, .NET 4.x, ASP.NET portals, MS SQL Server 2012, Windows Server 2012 /R2, Team Foundation Server, NuGet Packages for Entity Framework (5.0) and OData Web package, SQL Server Extensions - SSRS based Complex reporting, jQuery, JavaScript framework, FaceBook API, IIS 7.0

Responsible: Led with efforts to understand, assess, consult, design, implement and train on Microsoft Dynamics CRM applications-based solutions - Coordinate & Collaborate with Business SMEs to understand CRM requirements across Sales, Services and Support for underneath business processes and rules. Understand, Translate and map business objectives by producing functional requirements into a dynamics CRM solution that accounts for integrations and other downstream impacts - Define data flow specifications and design integration requirements between CRM and other applications. Estimate development projects in an Agile development environment and serve the role of SME for active projects. Provide guidance and direction to offshore development resources for completion of CRM development activities. Work with Enterprise Architects in IT to design technical solutions in an enterprise environment including marketing, and sales applications - Led fit and gap analysis to Assess & validate.

>>> Cognizant Technology Solutions US Corp: Feb 06 - Mar 13

>> Client - *Europe's Electronics Co Middle East*   *Cross Market Sales & Services Consolidation* - Sr. Architect Feb 12 - March 13

World leader in Electronics devices producer wanted to improve on Internal SALES process consolidations across the various products segments and in line better management of customer records to improve the quality of service, business cases with individual contacts and sales history vs lost opportunity to better manage sales pipeline for ongoing business and forecasting.

CRM Users: in excess of 60 per segments (3 segments)

Solutions ROI: One Click inventory Price offers and Next Follow up Action Guidance; Better Business Forecast; Current Market snapshot indicating Open Projects to Supplier to Sub Contractor Relationship

Technology Platform: MS Dynamics CRM (IFD) 2011 Server, Web Client, xRM SDK, VS 2010/ 2012, .NET 4.x, ASP.NET and MSMQ integration, MS SQL Server 2008, Windows Server 2008 /R2, ADX Portals (6.0) Team Foundation Server, NuGet Packages for Entity Framework (5.0) and OData Web package, SSRS based Complex reporting, JavaScript framework, IIS 7.0

>> Utility Co in LatAM - Customer Records, Sales and Services Automation   Mar 11 - Feb 12

Business Case: A utility distribution company needed to consolidate hundreds of thousands customers records due to exponential growth in short span of time. The objective was to automate the customer records collection processes leading to one system of repository with 360 degree customer view for better, faster and cost effective SALES, SERVICE and ORDER Fulfillment management. CRM Users: 400 plus

Benefits Realized: 80% Improved Service response, Customer Satisfaction Index up by 90%, Customer Retention tripled

Technology Platform: MS Dynamics CRM (On Premises) 2011 Server, Web Client, Outlook 10 Client, jScript, jQuery, ASP.NET (4.0), Visual Studio 2010, xRM SDK 2011, C#, .NET 4.0, WIF - ADFS 2.0, IE 9.0 and earlier, ASP.NET Portals for Agents, WCF 4.0 Framework, MS SQL Server 2008, Windows Server 2008/R2, MS Connector for Dynamics NAV 2009, SSRS extensions, Visio, IIS 6.x/7.0, WCF Data Services and OData Services, CRM custom component using Plug Ins and Windows WorkFlow (3.0), Ribbon workbench for 2011, VS - TFS server

.NET, Dynamics CRM and Mobility Platform Technical Architect and Delivery Manager

>> Client - Americas Largest Stock Market   **Oracle On Demand Migration with Dynamics CRM**   May 10 - Jan 11

>> Client - Americas Largest Stock Market   **OMX platform Consolidation - DRAGON**

>> **Client: Alexander Chemical   Worldwide Sales Tracking System May 09 - March 10**

Environment: On Premise MS Dynamics CRM Server 4, CRM SDK/xRM, xRM Portal, Silverlight 2.0, SSRS, SharePoint Content Integration, Win 2008 Server, VS.NET 2008/2010, .NET

Framework 3.x/4.0, C#, ASP.NET 2.0, Site Maps/ Navigation , ADO.NET, LinQ to XML, JavaScript, JScript MS SQL 2008, BTS 2006 R2 process Orchestration, XML/ XSD, Site Minder, UML2.0 , WCF, ,IIS 6.x, MS Projects, REST Services (exposing oData, JSON data structures).

Responsibilities: Understand and lead current implementation CRM solution and Business objectives, identify key technical challenges with home grown set of applications while providing End to End CRM Solution. Understand, Document Business Processes to produce BPEL equivalent process workflows. Translate Process Workflows into requirements for make design decision for CRM custom workflow vs custom Plug-ins related Pros and Cons analysis. Perform fit-gap analysis and detailed estimation for Dynamics CRM realization in On Premises implementation. -Requirements definition, mapping, and gap analysis with Entity models and reporting forms - Complete CRM 4 application design and prototyping for functional integration with Outlook enablement. Designed and provided guidance to implement a new Microsoft CRM 4 system to run the multisite Sales Order Processing and operations - Product configuration with Prices, Cross-selling and up-selling in various markets - Proposal management, Quote and Order Close management - Sales Day - Monthly - Quarterly Books - Developed CRM Plugins and Workflows to meet the business requirements. - Developed data migration using Scribe Insights based Scripts with custom code C# application for integrating BAAN database with Microsoft CRM system. Developed and implemented CRM Plugins and workflows to customize the CRM system. Maintained and supported 150 users across three Microsoft CRM environments (development, QA and production) on using VMWare ESXi Virtual Machines .Troubleshoot, analyze system errors and resolve development issues. Propose new solutions packages in

incremental - iterative approach while achieving performance improvement goals

> Cognizant - .NET Lead Architect & Technical Manager   Feb 08 - May 09

Client Verticals: Healthcare Insurance Cos, General Insurance Provider Co

>>> Cognizant - .NET Lead Architect & Technical Manager Feb 06 – Jan 08

Client Verticals: Major Financial SaaS Products Cos, Healthcare Cos

>>> Multiple Consulting Employment: Technical Architect; Senior Systems Analysts   July 2003 - Feb 2006

> *Microsoft Technology and System Integration Assignments, July 2003 - Feb 2006*

> *Various Consulting Employment - Technical Project Manager; Lead Software Developer; Programmer Analyst*

> *System Engineer Company- Sr. Software Engineer, Software Engineer,*

>>> Various Contracting and National Radio July 1995 - April 2003

Overall Environment: Windows 2000 (RC2), VC++ 6.0, MFC, ATL3.0, ADO (Merant OLE DB Drivers), VB 6.0. MTS 3.0, MSMQ 2.0, IIS 5.0, Visual Interdev, Internet Explorer   5.0,

Sybase/SQL Server 7.0 and ASP.; C, MS C++, M.F.C 4.0, Win NT 4.0, Object Modeling (Rombaugh); Open VMS TCP/IP Lib, NETIO, VAX C, VAX FORTRAN, DEC Router, VMS

C RTL

> Project Name: SWIFT Message Beam

> Project Name: Automatic Call Distribution System (ACDS - NT)

> Project Name: TSM (Telephony Services Manager) module of Integrated Call Center Manager (ICCM):

> Project Name: Development of SCADA - PLC off board processor

> Project Name: Enhancement of SCADA features: network printing, Alarm, Circuit Breaker Command Development.

> Project Name: Agent for hourly bounded pulses for synchronization of Recorder with Network

Avinash Kakade

- Plano, TX, US

Contact Information

- gp5-rc4-rvs@mail.dice.com

- 4697342506

Work History

Total Work Experience: 7 years

- **Dynamics 365 And Azure Solutions Architect - Developer Technology Partners**
  Mar 01, 2017

Skills

- **agile** - 16 years
- **dynamics 365 ce, sales, powerplatform,** - 12 years
- **cloud architecture - public, gcc,** - 10 years
- **rest api - webapi - azure functions,** - 10 years
- **azure ad, security and integration** - 8 years
- **azure api management** - 4 years
- **azure data factories, azure datalake,** - 4 years
- **design thinking** - 4 years
- **sql azure, spark sql, apache spark,** - 4 years
- **azure data lake, azure databricks** - 3 years
- **power platform alm, githun workflows,** - 3 years
- **cloud garaje methodology - ibm** - 2 years
- **databricks - unity catalog, delta** - 2 years
- **data science, llm, ai, mlops,** - 1 years
- **.net core, .net framework** - 14 years
- **integration architecture & patterns** - 14 years
- **angularjs, angular, typescript,** - 4 years
- **c#, asp.net mvc** - 10 years
- **azure service bus, azure service** - 8 years

- **dynamics ax2012 - dynamics 365** - 5 years
- **microservices - ==azure== service** - 3 years
- **microsoft dynamics crm- 4.0, 2011,** - 8 years
- **==ssis== - ssrs** - 8 years
- **containerization - dockers and** - 4 years
- **mulesoft - api and bus integration** - 4 years
- **==azure== event hub and ==azure== seven** - 2 years
- **javaj2ee, spring framework, springboot** - 8 years
- **javascript, jquery, ajaxjson,css3,** - 8 years
- **raml, swagger 2.03.0** - 3 years
- **apache kafka - cloud and on premise** - 1 years

Work Preferences

- Desired Work Settings: No Preference
- Likely to Switch: True
- Willing to Relocate: True
- Travel Preference: 0%
- Work Authorization:
  - o US
- Work Documents:
  - o US Citizen

  Security Clearance: False
- Third Party: False
- Employment Type:
  - o Full-time
  - o Contract - Corp-to-Corp
  - o Contract - Independent
  - o Contract - W2
  - o Contract to Hire - Independent
  - o Contract to Hire - W2

Profile Sources

- linkedin: https://www.linkedin.com/in/avinash-k-a219a84
- Dice:
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