KATHIRAVAN SATHASIVAM

Mobile Phone: **732-731-1201**
Email: kathiravansathasivam83@gmail.com
Visa Status: H1b (Valid till Sep 2025)
Current Location: Avenel, New Jersey,
USA
Looking for remote jobs only

AN OVERVIEW

A result-oriented Microsoft certified professional with 12+ years of experience. Presently associated with Spruce Technologies Inc, New Jersey **as Microsoft Dynamics 365 CRM Developer,** currently working for **Department of Consumer and Worker Protection (DCWP), New York Federal Project.**

Skilled in customize the application based on business requirements and Implement **Dynamics CRM Best Practices**.
A techno functional consultant, with a flair for adapting quickly to dynamic business environments. Good interpersonal, communication and organizational skills.

Skills

MS Dynamics CRM (Customization and Configuration)

- ✓ **12 + years** of experience in the Development of Web services, **Plug-ins** (using C#.net), **Custom Actions, Workflows,** and **Console Applications, JavaScript, HTML and SQL Server database** to fulfill business requirement in MS Dynamics CRM 2011/2013/2016 also 365 & Cloud CRM
- ✓ Techno Functional Consultant: Part of requirement gathering session, identify the best possible way of implementing approach with proper impact analysis.
- ✓ Sound knowledge in **Power Platform** like **Power Apps** (Flows, Connectors, Apps, Solutions and Tables)
- ✓ Custom (**SSRS**) **Reports** are developed more than 75 plus reports including (**sub reports and cross tab (matrix) reports**) using Fetch XML and SQL query. Good Knowledge in SQL Server Database
- ✓ Prepare the documents based on the business requirements, MOM (Minutes of Meeting), got the approval from the top management.
- ✓ Created Role based forms and list of **views** (system & personal), **dashboards** and **charts** based on security roles.
- ✓ CRM Modules like Marketing and Sales are **Migrated** from Dynamics 365 CRM on premises to Online (Cloud) Dynamics CRM.
- ✓ Integrated Dynamics CRM with **SharePoint** application, Email integration (Jungle mail and MS outlook application) and SMS Integrations are done.
- ✓ Advance customization of Dynamics 365 that make extensive use of **workflows, custom business process & flows**.
- ✓ Created custom ribbon buttons with specific actions as per requirement using **ribbon workbench**.
- ✓ Configure Business Units (BU), **Users**, **Teams**, **Security roles**.
- ✓ Import and export data from the DB. (Data Migration also done)
- ✓ Worked both Managed and Un-Managed Solutions
- ✓ Worked on **CRM API**, web services **REST/ODATA** and SOAP endpoints.
- ✓ Designed and implemented interface for enterprise architecture using **SSIS** Package using **Kingsway soft**.
- ✓ Creating and maintaining task, knowledge transfer and FAQ documentation and troubleshoot Dynamics CRM errors and performance related issues.

MS Dynamics CRM (Installation and Deployment)

- ✓ Installation of both Dynamics CRM 2011 and 2013 done in Windows Server 2008 R2
- ✓ Worked as a Deployment Manager in MS Dynamics CRM in server.

Microsoft Certifications (MCID: 10162111)

Successfully Achieved: Microsoft certifications for Dynamics CRM

Certification Title	Certification number
Microsoft® Certified Solutions Associate: Dynamics 365	302FA8-693A1F
Microsoft Specialist: Microsoft Dynamics Customization and Configuration in CRM 2013	74C24D-9DA473
Microsoft Certified Professional	DA6Z59-35CEAE
Microsoft® Certified Technology Specialist: Microsoft Dynamics CRM 2011 Customization and Configuration	3C226R-791894

URL (To validate certifications Online): https://learn.microsoft.com/en-us/users/kathiravansathasivam-6473/transcript/dg1y0bmnmr3p9rn

Experiences

From Date	To Date	Company Name	Role	Location
Apr-23	Till Date	Spruce Technologies, NJ, USA	CRM Developer	New Jersey, USA
Jun-20	Apr-23	GAVS Technologies, Chennai, India	CRM Tech Lead	Chennai, India
May-19	May-20	NCS Pte Ltd, Singapore	Consultant	Singapore
Feb-18	Apr-19	HCL Technologies, Chennai, India	Consultant	Chennai, India
Mar-14	Feb-18	Tata Consultancy Services, Chennai, India	IT Analyst	Chennai, India
Feb-11	Feb-14	Precision Techconet Pvt Ltd, Chennai, India	Software Engineer	Chennai, India

Project Overview:

Spruce Projects:
Title: DCWP (New York Federal, USA – April 2023 to Nov 2023)

- ☑ Implementation of Microsoft Dynamics 365 Customer Engagement (**Online**) – Development and Enhancement
  - ✓ **Roles**: CRM Developer – Customize the cloud application based on the business requirement.
  - ✓ Written multiple plugins for both pre operation and post operation with images to achieve business requirement.
  - ✓ Written JavaScript's for form level condition based for a specific action to perform like validation, trigger custom action, custom ribbon button to action.
  - ✓ Worked on **Power Platform** like **Power Apps** (Flows, Tables, Solutions, Model Driven Apps and Canvas App), **Dataverse**.
  - ✓ Used XRM Toolbox (plugin registration tool, fetch xml tools) and chrom extensions like power pane and level up.
  - ✓ Created custom reports using SSRS also out of the box CRM reports using report wizard.
  - ✓ Created Dashboard, views both personal and system views and Charts.
  - ✓ Created custom entity and multi forms for user specific.
  - ✓ Done Unit Testing and technical, functional and deployment documents for tracking purpose and approval.
  - ✓ **Functionality**: Worked on the licensing module where created a custom entity as license application will capture all the required information based on the business category and after payment will be submitted, application will be validated based on different level of requirements, License will be created and associated with the license application similar functionality for Renewal License as well.

GAVS Projects:
Title: Premier Inc (Chennai, India – June 2020 to April 2023)
- ☑ Implementation of Microsoft Dynamics 365 Customer Engagement (Online) and CRM (On-Premises) – Development and Enhancement

  - ✓ **Roles**: Technical Lead - Analysis the requirement and identify the best possible route to implement the client requirements with proper impact analysis. Direct interaction with client management and end users.
  - ✓ Migrated Marketing and Sales module from on premises CRM 365 to Cloud CRM
  - ✓ Worked on two environments On-premises and Online (Cloud) Dynamics CRM/CE parallelly.
  - ✓ Interface between Onsite and Offshore development teams, taking the ownership and responsibility of the delivery. Task will be created and tracked through **Azure DevOps**; Source code version control is migrated from TFS to **DevOps Repos**. Build **SSIS** package using **Kingsway** soft and Console applications for schedule jobs.

NCS (Singapore) Projects:
Title: Singapore Pools organization (Singapore – May 2019 to May 2020)
- ☑ Implementation of Microsoft Dynamics 365 CRM (On-Premises) - Case Management System.

  - ✓ **Roles**: Dynamics CRM Consultant: Part of requirement gathering session, identify the best possible way of implementing approach with proper impact analysis.
  - ✓ Prepare the documents based on the business requirements, MOM (Minutes of Meeting), got the approval from the top management.
  - ✓ Create user stories and share it with team to allocate and start working towards the business requirements.
  - ✓ Test the functionality in the lower environment and got the approval to deploy the solution in the prod environment and test the functionality.
  - ✓ For support issue will register the issue with description in tool then try to reproduce the same in lower environment then identify the issue root cause and solution.
  - ✓ Discuss with client management to get the approval via proper channel, once approved will add those items to the release list and deploy the fix in SIT for internal testing after successful testing will deploy to UAT environment for client users (Actual end users) to test after approval from UAT users with proper release document and backup will deploy the same in production environment, Client will do the post verification in production.

HCL Technologies Projects:
Title: MS Dynamics CRM Implementation & support for the NEA - Singapore Government Organization (Chennai, India – Feb 2018 to April 2019)

- ☑ Implementation of Microsoft Dynamics CRM 365 (On-Premises) - Case Management System.
  - ✓ **Roles**: Consultant – Interface between Onsite and Offshore development teams, taking the ownership and responsibility of the delivery and provide status reporting of team activities against the plan or schedule, inform task accomplishment, issues and status. Working with team members and support them when needed.
  - ✓ Implement case management where incident will be created through different channels each channel and case type have its own SLA will auto route to the respective team based on case type which are configured till the case resolution.

Tata Consultancy Services (TCS) Projects:
Title: MS Dynamics CRM Implementation & support for the following Clients (Chennai, India – Mar 2014 to Feb 2018)

- ☑ Implementation of Microsoft Dynamics CRM 2013 (On-Premises) at **Commercial Bank of Qatar (CBQ)** Marketing, Sales & Service Modules

  - ✓ **Roles:** Technical Consultant - Developed & customized the dynamics CRM 2013 application based on business requirements for banking domain.
  - ✓ Implemented "Marketing and Case" management in dynamics CRM.
  - ✓ Worked in campaign management (Email, Phone and SMS) based on marketing list which will create the individual activity.

- ✓ Integrated with SMS service provider API into Dynamics CRM.
- ✓ Successfully implemented CAP (Corporate Account Plan) and RAP (Retail Account Plan) in dynamics CRM to replace the existing .net applications with limited functionality. Data migration also done.
- ✓ Configured teams and Business Units in such a way where CAP users should not have access to RAP records and vice versa.

☑ **Onsite Experience:** Around 6 months (3 months in Nov 2015- Feb16 and 3 months in Nov 2016 – Jan 17) was in client environment (Qatar) under direct supervision of client for project deployment.

Precision Techconet Projects:
Title: MS Dynamics CRM Implementation & support for the following Clients –

☑ Implementation of Microsoft Dynamics CRM (Online) at **Udavum Karangal,** a famous NGO in Chennai and **Snehalaya** a famous NGO in Maharashtra – *Status*: Post Live Support
- ✓ **Roles:** Software Developer - Developed & customized the dynamics CRM 2011 application based on business requirements.
- ✓ Implemented Donation Management System in dynamics CRM 2011 (Online).
- ✓ Worked in campaign management (Email, Phone and SMS) based on marketing list which will create the individual activity.
- ✓ Created custom reports for Donation certificate using SSRS reports.
- ✓ Created custom ribbon button for business calculations in the form level.
- ✓ Created plugins to achieve business requirements and configured workflows for the same.
- ✓ Configured BU and users with custom security roles and teams based on business requirements.

Academic Credentials:

B.E (Computer Science and Engineering)	Anna University, Chennai. (July/2006 - April/2010) - Full time (regular) - First class

Personal Dossier:

Nationality	Indian
Date of Birth	30-Dec-1987
Gender	Male
Marital Status	Married

KATHIRAVAN SATHASIVAM

- Woodbridge Township, NJ, US

Contact Information

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- 7317311201

Work History

Total Work Experience: 13 years

- **CRM Developer New York Federal**
  Apr 01, 2023

- **CRM Tech Lead GAVS Technologies**
  Jun 01, 2020

- **Consultant NCS Pte Ltd**
  May 01, 2019

- **Consultant HCL Technologies**
  Feb 01, 2018

- **IT Analyst Tata Consultancy Services**
  Mar 01, 2014

- **Software Engineer Precision Techconet Pvt Ltd**
  Feb 01, 2011

Skills

- **crm** - 7 years
- **implementation** - 10 years
- **microsoft dynamics crm** - 10 years

- **business requirements** - 4 years
- **cloud** - 4 years
- **impact analysis** - 4 years
- **marketing** - 4 years
- **microsoft dynamics** - 4 years
- **microsoft ssis** - 4 years
- **sales** - 4 years
- **software** - 4 years
- **customer engagement** - 3 years
- **devops** - 3 years
- **it management** - 3 years
- **microsoft windows azure** - 3 years
- **offshore development** - 3 years
- **onshore** - 3 years
- **revision control** - 3 years
- **forms** - 2 years
- **consulting** - 4 years

Work Preferences

- Desired Work Settings: Remote or On-Site or Hybrid
- Likely to Switch: True
- Willing to Relocate: False
- Work Authorization:
  - US
- Work Documents:
  - Have H1 Visa

  Security Clearance: False
- Desired Hourly Rate: 70+ (USD)
- Desired Salary: 140,000+ (USD)
- Third Party: False
- Employment Type:
  - Part-time
  - Contract - Corp-to-Corp
  - Contract to Hire - Corp-to-Corp

Profile Sources

- Dice:
  https://www.dice.com/employer/talent/profile/5a94e4a303e4848853fc0e1ad1098c05