**SUMMARY:**

* **16+ years of experience** in multiple phases of Software development Life cycle.
* 12 years into developing, configuring, supporting, deployment and troubleshooting **Dynamics CRM** in line with best practices.
* Experience in developing complex applications on **Microsoft Dynamics CRM platform** with customization of entities, sitemap writing client-side JavaScript.
* Experience in developing low code plugins (Dataverse accelerators), workflows, business process flows, plugins.
* Design and execute robust Microsoft Copilot implementation and rollout plans across the organization, ensuring alignment with business objectives. Including **Dynamics 365 AI Copilot for Sales and Service**.
* Worked on **Dynamics Sales, Service, Marketing, Field Service and Project Service Automation modules**.
* Plan and execute data migration activities, ensuring the accurate transfer of data from source systems to Dynamics 365. Handled complex data migration using SQL and C# code. Used other tools like **SSIS, Scribe, SSIS with Kingsway soft, Biztalk, Enterprise Enabler for Data Migrations**, also used Dataflows for simple data migrations.
* Design and implement data integration solutions with other systems. Handled real time Integrations which consists of large volume of data within minutes using **Azure Service Bus and Dynamics Custom API (developed within dynamics).**
* Experience in Integration of Dynamics CRM 365 with **Data Lake, Microsoft Fabrics** using **either Azure synapse, Azure functions and Azure logic apps.**
* Experience in integrating Microsoft Teams, Customer Voice, Social networks, CTI (Twilio) with Dynamics 365.
* Installing and Configuring of **IOT devices** within **dynamics CRM** and **Azure IOT Hub**.
* Involved in installing and troubleshooting Microsoft AppSource solutions like Click Dimensions, DocuSign etc.
* Development of different PCF controls based on customer needs.
* Experience of **Power Platforms**. Worked on developing canvas apps, model driven apps and portal. Also worked on **ADX studio earlier**.
* Developed different portals in Dynamics 365 using Power pages design studio and using existing power pages templates. Used Copilot for developing Power pages portal.
* Worked on accelerators and developing ISV solutions for Dynamics 365.
* Integrated and configured chatbots in Power pages.
* Involved in development of Power Automate flows and using Power Automate flows within canvas apps etc.
* Experience of Auto deployment using IBM tools and also knowledge on CI **/CD pipeline** deployment automation.
* Involved in **Migrating Dynamics CRM** from different versions to the latest versions, also migration from Legacy system.
* Installing and configuring **Dynamics CRM** On-premise.
* Involved in development of Web based applications **using Asp.net, MVC C#, AngularJS, Epi Server, Durandal, knockout, Commerce Server. Also involved in development of Web API, WCF service. SharePoint, Nintex Workflows.**
* Good experience with Stored procedures, **SQL queries. Worked on SQL and Oracle database**.
* Expertise in Database Systems, SQL, and Stored Procedure
* Took part in multiple RFP’s, client meetings, offshore team meeting. Developed different POC for demo. Created different best practice documents and codes for **Dynamics CRM**.

**Certifications Details:**

* **MB-240 Dynamics 365 Field Service Functional Consultant (Dec 2023)**
* **PL-600 Power Platform Architect (Nov 2023)**
* **PL-400 Power Platform Developer (Dec 2022)**
* **AZ-203 Developing Solutions for Microsoft Azure (Jun 2019)**
* **Microsoft Dynamics CRM 2011 – Customization and Configuration (June 2012)**
* **542 TS: Microsoft Office SharePoint Server 2007 - Application Development**
* **536 TS: Microsoft.NET Framework 2.0 -Application Development Foundation (Feb 16, 2008)**
* **M C T S (.Net 2.0) Microsoft Certified Technology Specialist -Mar 01, 2008**
* **M C P (.NET) Microsoft Certified Professional – Mar 2005**
* **M C A D(.NET) Microsoft Certified Application Developer – Mar 2005**
* **M C S D (.NET) Microsoft Certified Solution Developer – Mar 2005**

**TECHNICAL SKILLS:**

|  |  |
| --- | --- |
| **Operating Systems** | Windows XP/ 2000/7/8/10, Windows 2000/2003/ 2008 Server, |
| **Enterprise Technologies** | Microsoft Dynamics CRM 2011, 2015, 2016, D365 |
| **Web Technologies** | Asp.net, MVC, EPiServer, Web API, AJAX, CSS, XML, Fetch XML, WCF |
| **Database** | SQL 2000/2005/2008/12/14. Oracle, MySQL, No SQL |
| **Management Tools &Version Control Tools** | JIRA, TFS, SVN, GitHub, SharePoint, Azure DevOps, MS Visio |
| **Scripting** | JavaScript, jQuery, knockout, Typescript, Node.js, Angular |
| **Application/Web Servers** | IIS |
| **Domain** | Banking, Ecommerce, Education, Insurance, Healthcare |

**PROFESSIONAL EXPERIENCE:**

**Client: JPMorgan Chase, Columbus, OH December 2022 – Present**

**Role: MS Dynamics CRM Architect**

**Responsibilities:**

* Worked on creating demo for (California) Insurance, created **Dynamics CRM** portals for brokers using Power pages. Also worked on creating Entities for IEHP demo.
* Developed Data Archival Solutions using Azure Web Jobs and Dynamics CRM Plugins and web resources. Designed Data Archival solutions with unique features not available in Market Source.
* Worked on RFPs for different clients. RFP’s included proposed solutions based on understanding customers environment and different integrations with different systems.
* Worked on Low code plugin development.
* Configuring AI Copilot for **Dynamics 365 Sales and Service**.
* Created different standards in Dynamics 365 CRM like best practice documents, estimations, common JS codes, common C# plugin code. documents **for Data Migrations, Dynamics CRM Migrations, Questions for RFP’s etc.**
* Worked on Implementing **Dynamics 365 Field services** along with Inventory **and IOT alerts. Configured Azure IOT hub** for demo to internal Mphasis team.
* Development of **PCF controls for Sub Grids** and buttons.
* Configuring Data Lake and real time integrations with **Dynamics CRM using Synapse**. Also involved in configuring **Microsoft Fabrics. Developed Azure functions and used it in Azure service** bus for integration of complex scenario of **Dynamics CRM to data lake. OOB** integration was slow for customers.
* Extended support to different teams in troubleshooting in Dynamics CRM. Guided them to the best solution approach. Also involved in helping trainees.
* Demo to clients for low code development and no code development in Dynamics 365 CRM.
* Best solution approach for PII(Data Governance) data .

**Environment:** Dynamics 365 Sales, Service, Marketing, Field services, C#, Power apps, portals, Power Pages, Power Automate, Data Lake, Synapse, Azure IOT Hub, Dynamics 365 Customer Voice, Azure Web Job and SQL Server.

**Client: Total eBiz Solutions October 2019 – September 2022**

**Project: 1. Touch Community Service (Singapore Government)**

[www.touch.org.sg](http://www.touch.org.sg)

**2. Conduent (New Jersey Toll collection)**

**3. Ikea K3**

**4. Ministry Of Culture Singapore (MCCY-** [**www.mccy.gov.sg**](http://www.mccy.gov.sg)**)**

**5. Ministry of Law (MinLaw- www.mlaw.gov.sg)**

**Location: Singapore, Pune**

**Role: Dynamic 365 CRM Architect**

**Responsibilities:**

* Designed the entire system for Phase 2 Touch Community Project from scratch (Singapore **Government** Project).
* Workshop with Touch Community UAT users and stakeholders for Wireframes developed in Dynamics based on High level requirements. Also did workshops for UAT users on completing different sprints.
* Lead and participate in **Dynamics 365** strategy discussions regarding integrations with facial recognition devices and development without impacting Phase 1, as Phase 1 team and architect was different.
* Development of entities**, plugins, workflows, and JavaScript for sprint 1** in Phase2.
* Developed complex system to track trainees in **Touch Community** as some trainees stay in Hostel and go for work. This helps to track the trainee’s whereabouts.
* Developed Inventory management system for tracking medicines of trainees while coming to Touch community and going for vacations. Added digital signature to the inventory, staffs and parents can confirm inventory by signing the inventory In and Out form. Staffs can sign during Intake of medicine.
* Developed transport management system in Dynamics 365 where trainees are paid for the transport by the staff and staff need to return the amount if trainee is not paid(absent).
* Created Canvas app screens for complex requirements like designing timetable with images for the Touch community special children’s.
* Developed process for alerting staff and center manager if any sounds appear in the premises. The sound capturing device was not purchased but process and Api implementation was developed.
* Participated in creating **BRD for Program Management, Centre Management, Training Management, Mobile and Integration documents** for Touch community. Created other documents like release document, technical design document etc.
* Managing team in India. Creating sprint and assigning task to India team. Also assigning task to different teams like Mobile development team.
* Created and gave demo to new client **of TEBS for (CTI) Twilio integrations with Dynamics 365(Channel Integrations).**
* Worked on New Jersey tolling project.
* Involved in Coordinating with different teams, which included 2 different **Dynamics CRM teams**, Canvas apps team, **Node JS team for PCF controls, Java team for Integrations**.
* Involved in development of complex **Custom API (plugins)** with input and output parameters within dynamics which can be used by Java team for US address validations and other requirements.
* Involved in developing canvas apps and guiding the Canvas app team for the UI.
* Involved in weekly meeting with Microsoft for the different open technical issues.
* Deployment of Dynamics to different environments.
* Involved in coordinating with java team for API request and response for the different requirements like getting vehicle images etc. Configuring Postman for checking response, getting tokens for authentication provided by the other teams.
* Involved in creating fields, developing plugins, workflows, JavaScript etc. which will not impact other regions. Designed different Dynamics CRM solutions, created one as base solution for all regions and one custom solution for region specific changes.
* The new environment setup included **Azure deployments, Dynamics CRM solutions** etc. **Azure Service** bus configurations are also included, and also **Web API** deployment for different regions.
* Troubleshooting issues in Web API using **Azure App insights, debugging app insights. Troubleshooting Dynamics CRM.**
* Involved in Sprint planning and Sprint retrospective meetings.
* Individual contributor for both the projects.
* Developed Search **API in Dot.Net C#** which will fetch data within seconds based on the different Search criteria. Had to develop code which calls organization service and check the different relationships and fetch unique records.
* Coordinating with **SharePoint** team for the consuming of **Search API in SharePoint**. Designing the response based on the SharePoint list design.
* Developed securities for the **API**
* Developed the **C# code** for Data Migration from **Dynamics CRM 2011 On Prem to Dynamics CRM 2016** on Prem.
* Created different **SQL tables** for Migration. Written lengthy stored procedures for the **Data Migration** reports.
* Handled different scenarios like N: N relationships, entity design totally different from source entity.
* Used threading and process data Migrations in threads.
* Worked on developing custom class for different XSD provided by portal in Minlaw. Also generated common class for different types of XSD.

**Domain: Education, Retail**

**Environment:** Dynamics 365 Sales, Service, Power apps, Canvas Apps & Model driven apps, Power Platforms, Azure, Azure Service Bus, Azure API, Azure Web Jobs, Azure App Insights, SQL, Dynamics CRM 2016 On Prem, Dot Net C#, Web API, SharePoint, SQL.

**Client: Covalense July 2016 - September 2019**

**Project: 1. Wessex water YTL Malaysia (www.ytl.com/utilities.asp)**

**2. Modernspace (www.modernspace.com)**

**3. UOB Bank (**[**www.uob.com.sg**](http://www.uob.com.sg)**)**

**4. EnergyAction (https://energyaction.com.au)**

**5. Dubai World Trade Centre (www.dwtc.com)**

**6. Vlerick Business School (www.vlerick.com)**

**Location: Singapore, Pune, China, Malaysia, Dubai, Australia**

**Role: Dynamic 365 CRM Architect**

**Responsibilities:**

* Worked **onsite** in **China** for ModernSpace, **Malaysia** for YTL, **Singapore** for UOB Bank, **Australia** for Energy Action and **Dubai** for Dubai World trade Centre.
* Worked with YTL Malaysia (Wessex waters UK) for different POC’s for integrations.
* Worked in development of Logic apps for Integrations.
* Worked using Microsoft flows for Integrations.
* Worked for Modernspace, US based company with branches in Netherlands and two different factories in China.
* Developed the entire system from scratch with the help of two freshers.
* Developed plugins, JavaScript, workflows etc.
* Involved in design, architecture, requirement gathering, development and deployment of the project.
* Estimating and analyzing the requirements.
* Checked on integrating Baidu Maps within Dynamics Field Service.
* Conducted workshop in China for UAT training. Client meetings to understand **the ACS(Apple software) system for Integration with Dynamics.**
* Travelled to China for UAT and guiding UAT users for different features.
* Developed Inhouse Project Management tool using Dynamics Project Service Automation.
* Worked for **UOB Bank** on **WRM project**.
* Worked as a Individual contributor.
* Installing and configuring different environments for **Dynamics WRM project**.
* Developing automation deployment code in **C#** for deploying **Dynamics CRM** solutions. Used **IBM aldon** tools for automation.
* Developing **SSIS file-based** packages and using **IBM ControlM** tools.
* Developed and modified the code for the integration with the **BWC (Bank wide CIF) system**.
* Worked for EnergyAction Australia.
* Migration from **Dynamics CRM 2011 to Dynamics CRM 2016** On Prem.
* Troubleshooting ClickDimensions issues faced while migrating.
* Fixing multiple outlook **CRM 365 integrations** issues faced by client.
* Worked on creating plugins, processes, JavaScript for different requirements
* Deployment to Production & UAT. Also worked on different deployment issues due to different environments migrated to 365 separately.
* Worked on Multiple **BAU items for CRM** raised by client
* Worked on task allocated in Jira.
* Worked on Integrating DocuSign in Dynamics CRM.
* Used XRM toolbox for development.
* Worked as developer for Dynamics in Dubai World Trade Center.
* Developed and completed the entire Club Membership Project from scratch.
* Worked on **SSRS** reports for Dynamics
* Developed plugins, ribbon button, approval workflows, JavaScript’s etc.
* Worked on Integrating DocuSign in Dynamics CRM.
* Worked for **Vlerick Business school on project Viper**.
* Coordinating with Microsoft for the Dynamics CRM Issues
* Development of the new changes requested by client.
* Creating plugins to store data on local machines where Agresso payment gateway integrations are done.
* Troubleshooting Biztalk issues.
* Working on support tickets for Dynamics CRM.

**Domain: Banking, Education, Sales (Energy Industry), Service**

**Environment:** Dynamics CRM 365 Field Service, Dynamics CRM 365 On Premise, .Net 4.5, MVC, Dynamics CRM 2011, 2016, SSRS SSIS, Kingsoft SSIS, BizTalk 2010, Sitecore, SharePoint 2010, WCF, Click Dimension, STDA VB Application, Houbson, Agresso, SQL 2012, SharePoint 2013, Resco Mobile, Microsoft flows and Dynamics 365 for Phones, Dynamics 365 Project Service Automation, Power Platforms, Azure logic apps, Microsoft flows.

**Client: Nous Infosystem September 2014 – February 2016**

**Projects: 1. Cardtronics (https://cardtronics.com)**

**2. Silanis (**[www.synergy-software.com/silanis-technology.htm](http://www.synergy-software.com/silanis-technology.htm)**)**

**Location: India**

**Role: Lead Development / Lead Dynamic 365 Developer**

**Responsibilities:**

* Worked for Cardtronics US on Direct Sales Automation.
* Integrated Echo Sign with Dynamics CRM.
* Integrated US background verification Api from Dynamics(trustbiggroup).
* Creating Templates in Enterprise Enabler
* Creating AII in Enterprise Enabler
* Modifying Form Service based on the requirements.
* Creating Plugins for the project
* Implemented Tin Check Api with Dynamics CRM.
* Modifying and creating new jQuery’s based on the requirements.
* Designing the forms in MSCRM
* Monitoring the performance and checking ways for the performance improvement
* Deployment on multiple environments
* Code review of the resources
* Defining process for the project
* Creating workflows and dialogs
* Creating SharePoint list
* Creating Workflows in Nintex
* Worked for Silianis Canadian client for digital signature product.
* Created global action for invoking plugins from button. Added ribbon buttons to different entities.
* Used IL Merge to merge different dll’s in Dynamics which didn’t work, So need to add different codes from log4net etc. to implement the sign in Dynamics.

**Domain: Banking**

**Environment:** MS Dynamics CRM 2016,2015,2013, .Net 4.5, WCF, jQuery, Enterprise Enabler 8.2,SQL 2012, SharePoint 2010, Info Path 2010, SharePoint Designer, Nintex

**Client: Synechron April 12 – August 2014**

**Projects: 1. Mauritius Telecom**

**2. Enterprise Application Group**

**Location: India**

**Domain: Telecom**

**Role: Solution Architect**

**Responsibilities:**

* Worked on Mauritius Telecom Project
* Migrated data from different databases to Dynamics CRM
* Integration of Dynamics with multiple API’s. Request and Response provided by the Java team for implementing their API’s.
* Worked on Integration of Dynamics CRM 2011 with SharePoint 2010
* Created custom entities and their relationship in CRM 2011.
* Responsible for Unit Testing of Application
* Create Custom Business Unit, Role, User Groups, And Custom Entity etc.
* Worked on Asp.net & MVC for EAG project

**Environment:** MS Dynamics CRM 2016,2015,2013, .Net 4.5, SSIS, Asp.net, MVC, Durandal, Knockout JS, Dynamics CRM 2011

**Client: Extentia February 2008 – March 2012**

**Location: India**

**Role: Sr Software Engineer**

**Responsibilities:**

* Developed back-end Database using SQL Server 2008.
* Designed database using tool like DZ design.
* Developed Web Service using WCF and WCF service factory 2010 msix.
* Implemented MVC3 design pattern and created Architecture of US based OutsideNetworks (AllPoints).
* Implemented WCF service factory. Code Refactoring based on the Code Review. Developed different utilities for travel project in C#.

**Environment:** Asp.Net C#, MVC, WCF

**Client: Quick Start Global August 2003 – January 2008**

**Domain: Ecommerce & Fast-Moving Consumer Goods (FMCG)**

**Location: India**

**Role: .Net Developer**

**Responsibilities:**

* Worked with UK based Welcom Software.
* Worked on Epi-Server (4 and 5), .Net , Commerce Server, SQL etc.
* Worked on multiple shopping sites in UK like dreams.co.uk etc.
* Worked on creating different reports using crystal report.
* Created .Net Web Service (.asmx) for mobile.
* Worked on Oracle and SQL database.
* Involved in creating database, stored procedures, tables, views etc. C
* Created the Architecture for Dalmiya cement in Asp.net 2.0.
* Responsible for installing, deploying and configuring all components.

**Environment:** Asp.Net commerce Server, Epi-Server, SQL Server, Asp.Net, Web Service, SQL Server

**Educational Details:**

* Bachelor’s In Science (Physics), Modern College Pune, 2001
* Master’s In Computer Management, DSRF Pune 2008
* Diploma from NIIT (Deccan) DNIIT (2yrs) course 2001