Varun Kumar Tangutoori

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**Objective**

To associate myself with an organization, which will, provide me an opportunity to use my techno-functional skills, improve my knowledge and to be a part of the team that works dynamically towards the growth of the organization.

**Professional Summary**

* Over **10 Years’** experience in software design, developing Web based applications, Windows based applications and Client/Server applications using different .Net Technologies like C#.NET, ASP.NET, ADO.NET, HTML, Java Script, XML Web Services, SVN, and Team Foundation Server (TFS), Selenium, and Cucumber.
* Experience in evaluating and intending business and technology solutions, Life cycle development.
* Experience with **Microsoft Dynamics CRM 2013, 2015, 2016.**
* Technical/Functional expertise in consulting services to clients, managing customizations, integration of CRM applications.
* Developed close to **30+ Plugins** in **MSCRM D365, 2016, 2015, 2013.**
* Experience in deploying **Plug-ins, Developing, Debugging, Java script extensions for CRM.**
* Experienced in **Azure, WCF, CRM SDK**, Developer Plug-in and custom workflow, .NET Framework and Window Forms using **ASP.NET, NET Framework, ADO.NET, VB.NET, C#, MVC, Web Services.**
* **Experience with Microsoft Dynamics 365 modules including Customer Engagement, Field Service.**
* Proficient in automating web applications using **Selenium WebDriver** with Java, following the **Page Object Model** (POM) and utilizing **Cucumber** for behavior-driven development (BDD).
* Experience in **Dynamics CRM Customization using Java Script**, Bootstrap, AJAX and experience in configuring MS Dynamics CRM with MS outlook and **SharePoint Integration.**
* Capable of setting up CI/CD pipelines integrating **Selenium** **scripts**, ensuring software quality at every stage of SDLC.
* Experience in Analyzing Business (Business Analysis) Project Management Methodologies, Data Molding, and Business Process Modeling.
* Created instances for **Power Automate** and **Power Apps** and setup the **configuration** for both **security access** to the environments and the **connections** with **CDS/Gateway**.
* Experience in Power Apps portal development, including **JQuery, Liquid coding and external user’s authentication.**
* Development and Implementation of Azure web jobs, **Azure bus service, Azure AD B2C and Azure** Functions
* Proficiency in creating model driven and canvas apps based on the client requirement.
* Created a few **Power App Portals** to expose CRM data to the external customers by providing login information, and a **PTO APP** for **internal office** users for requesting the **PTO’s**.
* Led data migration strategy from Salesforce CRM to Dynamics 365 CE for a retail client. Analyzed existing data structure and flows.
* Designed optimal CE data model. Built custom connectors using SDK to extract data from Salesforce.
* Developed SSIS packages to transform and load data into CE entities with minimal downtime.
* Developed and customized SSRS and JET reports leveraging advanced report building techniques like nested If statements, lookup expressions, custom code.
* Created pixel perfect layouts matching provided mockups, ensuring optimal data visualization and easy report consumption for business users.
* Implemented role-based row level security on JET reports using .NET and Javascript to restrict data access.
* Built dynamic pivot table reports allowing business users to drag and drop fields for self-service analytics.
* Designed and developed Dataverse solutions to capture business data and processes, ensuring seamless integrations between Dynamics 365 apps.
* Customized Dataverse entities, views and forms to meet specific business requirements for data capturing and reporting.
* Built Power Apps leveraging Dataverse as the backend data source, enabling easy data input and mobile access to key business data.
* Developed complex business logic and automations using Dataverse plugins, workflow processes, and Power Automate flows.
* Implemented role-based security model on Dataverse entities and fields to control data access and permissions.
* integrated Dataverse with SharePoint and Office 365 Groups to enable document management capabilities.
* Automated the generation and distribution of regular CRM reports, ensuring stakeholders have timely access to key data.
* Developed comprehensive training materials and delivered training sessions to end-
* Extensive experience in developing **Custom SSRS reports using Report Builder** and **BIDS**
* Developed several web pages using **HTML**, **JavaScript** and used them as **iFrame’s** in CRM.
* Migrated **Lotus Notes to MSCRM System for entities** like **Emails, Appointments, Customers, Contacts, Products, Sales Orders, and Invoices using third party software like Kingsway Soft.**
* Developed at least **30+ Workflows** using the Out-of-box **Workflow’s** builder\editor.
* Developed Multiple **Custom Plugins\Workflow Activities** to perform **CRUD operations** in both **Synchronous and Asynchronous ways and registered** steps using **Plugin Registration** tool.
* Experience in **SQL Server 2000/2005/2008/2012/2018, Java Script, jQuery**
* Experience in **ASP.Net, ADO.NET, Web Services, Visual Studio, SQL Server**
* Experience in working with Creating **Custom Plugins**, Custom Forms and Integrated with CRM.
* Experience in building rich web experiences using **JavaScript** and **Silverlight.**
* Strong understanding of the software development lifecycle (**SDLC**) and of Quality Assurance techniques using source code control repositories, **debugging** and **testing experience.**
* Experience in working with Creating **Plugins and Custom Workflow.**
* Extensive experience in **ASP.Net, C#, VB.Net, ADO.Net, Web Services**, NHibernate, **LINQ, AJAX, Windows Services, WCF Services, Classic ASP, XML, XSLT, HTML, Text Editor, MS IIS 6.0/7.0, DHTML, VBScript, VSS, JavaScript, Angular JS, SQL Server 2008/2012/2018, Visual Studio 2012/2015/2017/2019, D365 commerce and reactjs.**
* **E**xperience in **Data modeling**, **Data Design**, **Normalization**, Data migration projects involving **SQL Server**.
* **Developed Power Platform ETL processes to keep Dynamics 365 and external databases in sync.**
* **Set up ALM and CI/CD for Dynamics 365 and Power Platform solutions.**
* **Implemented DevOps pipelines for automated Dynamics 365 deployment and testing.**
* **Built .NET Core APIs for CRM integration and data access.**
* **Leveraged Azure App Configuration to manage settings across environments.**
* **Set up ALM and CI/CD for Dynamics 365 and Power Platform solutions.**
* **Created reusable Power Platform components using PCF.**
* Experience in **Data modeling**, **Data Design**, **Normalization**, Data migration projects involving **SQL Server.**
* Expertise in implementing **Object Oriented Programming** (**OOP**) Concepts including **Inheritance, Abstraction and Polymorphism.**
* Expertise in implementing **Object Oriented Programming** (**OOP**) Concepts including **Inheritance, Abstraction and Polymorphism**.
* Experience in database tuning using **SQL Server Profiler** and **SQL Server Tuning Advisor**.

**Technical Skills**

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| Application | Microsoft Dynamics CRM 4.0, 2011, 2013,2015, 2016 and Dynamics 365, Cloud Scale Unit, Payment Gateway APIs, O365, DAX |
| Languages | C#, .NetCore, JavaScript, HTML, XML, CSS jQuery, Ajax, R |
| Databases | SQL Server 2008, 2012, 2power012 R2 |
| Tools | Azure DevOps, Power Apps, Ribbon workbench, CRM rest builder, Plugin Registration tool, Visual studio, and OData Query builder |
| Reporting Tool | SQL Server Reporting Services (SSRS), SSIS, SharePoint, Cozyroc, Task Factory. |

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| **Project Name: TriWest Healthcare** | |
| **Client** | TriWest Healthcare, Phoenix, AZ |
| **Role** | Microsoft Dynamics Power Apps Developer |
| **Duration** | March 2019 – Present |
| **Applications** | Microsoft Dynamics CRM 2015, Microsoft Dynamics 365 Version 8.2, 9.0, 9.1, Azure DevOps, Power Apps |
| **Responsibilities:**   * Identify the client's requirements through discovery meetings. Create business requirements document and functional specifications. * Responsible for gathering **Business Requirements**, change requests and analyzes the requirements given by the client. * Extensive experience of designing and developing software applications with ASP.NET 4.0, 4.5 & 4.7. * Entity Framework, Web API, HTML, XML, CSS, Java Script, AJAX, jQuery, Web Forms, and Win Forms. * Customize Dynamics CRM entities, create multiple forms (security based) on entities, add custom JavaScript on form events, and add web resources, navigation links to achieve the business Power Apps Cloud requirements. * Developed customized PCF controls using React, Typescript, CSS, and HTML to deliver engaging user experiences and enhanced UI for business applications. * Leveraged PCF toolkit to build responsive and interactive PCF components aligned with UX guidelines and branding requirements. * Created and published custom PCF controls to AppSource marketplace for reusability across multiple Power Apps applications. * Implemented Dynamics 365 Customer Engagement and Field Service modules to streamline business processes. * Utilized DAX (Data Analysis Expressions) within Power BI to create complex calculations, measures, and data models for effective data analysis and visualization. * Leveraged SQL Server expertise to write and optimize complex queries, ensuring efficient data retrieval and manipulation. * Applied R language for statistical analysis, data manipulation, and visualization, enhancing data-driven decision-making processes. * Developed custom solutions using MS PowerApps, enabling the creation of mobile and web applications with seamless integration to various data sources. * Collaborated with cross-functional teams to gather requirements, design, develop, and deploy Microsoft Dynamics CRM solutions, including customizations, configurations, and integrations. * Conducted data modeling, normalization, and data migration projects involving SQL Server, ensuring data integrity and optimal performance. * Configured and customized Microsoft Dynamics CRM forms, views, and workflows using JavaScript, HTML, and CSS to meet specific business requirements. * Designed and implemented Power BI dashboards and reports, providing stakeholders with actionable insights and visualizations of key performance indicators. * Provided technical guidance and training to end-users on Microsoft Dynamics CRM functionality, best practices, and data management techniques. * Collaborated with business analysts, stakeholders, and developers to define and refine business processes, translating them into CRM workflows, business rules, and automation scripts. * Conducted data analysis and data cleansing activities to ensure data quality and accuracy within Microsoft Dynamics CRM. * Integrated Microsoft Dynamics CRM with external systems, such as SharePoint, using custom connectors and APIs to enable seamless data exchange and collaboration. * Stayed updated with the latest trends and developments in DAX, SQL Server, R language, and MS PowerApps, continuously enhancing technical skills and knowledge to deliver innovative solutions. * Expertise with Microsoft Office 365 platform including SharePoint, Microsoft Office, BizTalk, OneDrive, and OneNote. * Developed 10+ custom SharePoint workflows in Power Automate and Nintex to digitize business processes for finance, HR, legal and other departments. * Implemented Microsoft Teams integrated with SharePoint and Office apps, enhancing team collaboration and communication. * Migrated over 1 TB of file shares and intranet content to SharePoint Online using Sharegate migration tools. * Designed end-to-end data integration solutions for migration of on-prem and cloud data sources into Azure data platforms. * Performed extensive data analysis across source systems, profiling data, defining mappings, and developing ETL scripts for seamless data harmonization. * Leveraged Azure Data Factory for scalable cloud data integration, implementing 70+ data pipelines for transformation and migration of TBs of data. * Created detailed use case diagrams, UML sequence diagrams, entity relationship diagrams, and Visio flows to document complex data requirements and integrations. * Developed advanced mappings for hierarchical and relational data models, ensuring fidelity during migration into Azure SQL DB and Synapse Analytics. * Executed performance optimizations including partitioning, indexing, caching for enhancing load and transformation times by over 60%. * implemented data validation frameworks for testing and auditing of migration outputs, safeguarding data integrity. * Coordinated migration waves while minimizing downtime and ensuring no disruption to business operations. * Provided detailed documentation including SOPs, data maps, dependencies, and recovery procedures for effective knowledge transfer. * Led training workshops on Azure Data Factory, data integration patterns, optimization techniques, and best practices for teams. * Customized Office 365 ProPlus deployment with standardized templates, add-ins, and settings aligned to needs across multiple locations. * Designed information architecture and metadata standards to optimize content discoverability and reuse in SharePoint. * Implemented hybrid Azure AD architecture, enabling seamless SSO across legacy AD and Office 365 environments. * Developed Power BI dashboards and reports with data from SharePoint lists, Excel, SQL Server and Dynamics CRM. * Extensive experience designing and customizing SharePoint sites, libraries, lists, and workflows to meet business needs. * Skilled at integrating Office 365 components into business systems and processes for enhanced collaboration. * Knowledge of BizTalk for building integrations between systems and automating processes. * Experience migrating content and data to Office 365 through tools like Sharegate and Microsoft's migration utilities. * Designed and deployed intranet on SharePoint Online, building team sites, libraries, lists and pages for over 500 employees. * Developed RESTful web APIs with .NET Core to expose CRM data and functionality to client applications. Implemented API versioning, authentication, and Swagger documentation. * Built reactive, scalable microservices using .NET Core and Docker containers, facilitating continuous delivery of CRM capabilities. Handled service discovery, load balancing, and automated deployments. * Migrated legacy CRM components like workflows and plugins to .NET Core for enhanced performance, cross-platform support, and easier maintenance. * Created a customized identity server using .NET Core Identity for user management, authentication, and authorization for CRM portal. Integrated with Azure AD B2C for external user signup/signin. * Optimized CRM integrations with external systems by building high-performance integration components with .NET Core and hosting them in Kubernetes. Achieved real-time data synchronization across systems. * Engineered automated CI/CD pipelines for CRM solutions using .NET Core, Docker, and Kubernetes. Set up automated testing, containerization, and zero-downtime deployments to QA/prod environments. * Designed and built intuitive PCF controls for input validation, dynamic visualization, and interactive dashboards to optimize data input and exploration. * Enhanced Power Apps forms and model-driven apps by developing custom PCF components for unique business needs not addressed by standard components. * Implemented custom PCF controls for key workflows including lead assignment, account lookup, and contact synchronization to boost productivity. * Monitored and maintained integrations, ensuring optimal performance, security, and uptime, and updated them according to the evolving business needs. * Engineered and implemented 50+ robust custom plugins and workflows using C# to enhance functionality, streamline operations, and solve complex business challenges within MSCRM D365 and other .NET applications. * Led the migration of legacy applications to modern .NET platforms, employing C# for efficient code translation, data migration, and optimization ensuring seamless transitions with enhanced performance. * Pioneered the creation of scalable scripts and automation tools using C# to optimize codebase, improving application responsiveness, and user experience. * Developed comprehensive migration plans, conducted risk assessments, and optimized processes to enhance efficiency and effectiveness. * Coordinated cross-functional teams to execute migration tasks meticulously, ensuring system security and performance post-migration. * Orchestrated the seamless migration of Dynamics CRM from on-premises to Dynamics 365 online. * Ensured data integrity, user experience continuity, and custom feature adaptability. * Performed extensive pre-migration assessments to identify potential challenges and strategized effective solutions. * Expertly integrated Dynamics 365 with other business critical systems and applications, ensuring seamless data interchange and enhanced business processes. * Optimized API integrations and developed custom connectors to facilitate real-time data synchronization and accessibility. * Implemented PDF and Excel report rendering from JET using custom .NET rendering extensions for additional export options. * Led the strategic migration of on-premises systems to online platforms, ensuring seamless transition, data integrity, and minimal downtime. * Implemented Dataverse solutions to sync Dynamics 365 data with external databases. * Built DevOps pipelines to automate Dynamics 365 deployment and testing. * Developed Power Platform integration with .NET Core APIs. * Leveraged Azure App Configuration across environments. * Created reusable Power Platform components with PCF. * Implemented data synchronization processes between Dynamics 365 and external databases using Power Platform. * Enabled continuous deployment for Dynamics 365 and model-driven apps with Azure DevOps. * Built secure .NET Core middleware and APIs for Dynamics 365 data operations. * Managed settings across environments with Azure App Configuration. * Developed reusable Power Platform components using PCF. * Set up CI/CD pipelines for automated testing and deployment of Dynamics 365 solutions. * Set up CI/CD for Dynamics 365 and Power Platform solution. * Engineered a custom .NET caching layer for JET reports to enable high volume usage and fast report loading times. * Optimized JET report performance by adding indexes on entities, limiting fetchXML queries, and implementing lazy loading for report components. * Integrated JET reporting into model-driven apps using out-of-box report embedding and custom web resources to enable unified reporting. * Created reusable report templates and libraries of shared datasets to streamline JET report building efforts. * Led data migration from legacy CRM system to Dynamics 365 CE using KingswaySoft SSIS tools, ensuring minimal business disruption during cutover. * Implemented Dynamics 365 CE for a construction company, configuring project service automation module to track projects, tasks, expenses and materials. * Built Power BI dashboards visualize key project KPIs. * Engineered migration of marketing data from Marketo to Dynamics 365 CE using KingswaySoft SSIS integration toolkit. * Extracted campaign, asset, contact and activity data from Marketo. * Transformed data to match CE schema. Loaded data into CE ensuring referential integrity. * Migrated 200 GB of data including accounts, contacts, opportunities, cases and custom entities. Established incremental ETL process to keep data in sync during transition period. * Customized service module to optimize technician routing and appointment scheduling. * Integrated IoT data from connected field devices to enable predictive maintenance and real-time alerts. * Developed custom model-driven apps and forms for field agents for efficient service delivery. * Created **Power** **App** **portals** using Liquid templates to customize the UI and expose CRM data to external users. * Developed custom Liquid components for enhanced dynamic layouts and search capabilities. * Capable of setting up CI/CD pipelines integrating Selenium scripts, ensuring software quality at every stage of SDLC. * Integrated external user authentication using Azure AD B2C with Power App portals. * Responsible for implementing test automation strategies, developing automation frameworks using Selenium with Java, and integrating with Cucumber for BDD * Ensured end-to-end testing of web components, debugging failures and ensuring robustness of application by writing and executing Selenium WebDriver scripts. * Integrated Cucumber with Selenium to develop, manage and execute feature files, ensuring alignment with business requirements and validating user stories. * Led the full-cycle implementation of D365 Commerce, ensuring alignment with the client's e-commerce vision. * Applied Scrum frameworks to facilitate sprint planning, reviews, and retrospectives, ensuring alignment with project goals and enhancing adaptability to changing requirements. * Orchestrated complex business process automations with Power Automate, integrating with Power Apps to offer dynamic, user-friendly solutions for real-time data interaction and analytics. * Implemented advanced security protocols and custom functionalities within Power Apps, ensuring data integrity and compliance with organizational standards. * Established and led change advisory boards, standardizing change request processes, evaluation and approval, ensuring alignment with business objectives and minimizing risks. * Implemented automated change management tools to streamline request submissions, tracking, and reporting, enhancing visibility and control over change processes.. * Developed comprehensive change management protocols, including impact analysis and testing, ensuring seamless transitions with minimal disruptions to business operations. * Utilized Visual Studio to streamline agile development processes, implementing automated testing and debugging tools that ensured software reliability and performance. * Enhanced team collaboration and productivity using Azure DevOps, centralizing code repositories, task management, and progress tracking to align with agile principles. * Fostered a culture of continuous improvement by implementing Agile methodologies, leading to a 40% increase in project delivery efficiency and enhanced team collaboration. * Employed Azure DevOps to facilitate continuous integration/continuous deployment (CI/CD), enhancing the development lifecycle and enabling rapid releases with optimal quality assurance. * Worked the design and deployment of 20+ tailored Power Apps, leveraging Power Automate for automated workflows that enhanced operational efficiency and user engagement. * Designed and developed tailored components for D365 commerce, enhancing the platform's capabilities for large-scale implementations. * Spearheaded the integration of D365 with various payment gateways and 3rd party applications, ensuring a seamless checkout experience for customers. * Collaborated closely with UI/UX designers to embed custom ReactJS components into D365 Commerce, resulting in an enriched and fluid user experience. * Managed the Cloud Scale Unit configurations to achieve enhanced real-time data synchronization and analytics processing. * Implemented 508 compliance standards for accessibility in portal pages. * Enhanced portal security leveraging Liquid's granular permission settings * Drafted technical specification documentation and ensured alignment with the business requirements and project goals. * Conducted continuous code reviews and testing, ensuring the highest quality in customizations. * Used CRM web service Power Apps and Java Script developed a custom service using WCF to provide extended functionalities to design and customize CRM forms, ribbons, site map, workflows, Dialogue etc. * Implemented D365 Commerce solutions, handling product listings, order management, and customer service functionalities. * Collaborated with UI/UX designers to integrate ReactJS components into D365 Commerce, ensuring seamless user experience. * Created custom ReactJS components to enhance the front-end capabilities of D365 Commerce. * Upgrading various **plug-ins and custom workflow** libraries code to use the Microsoft **Dynamics CRM SDK libraries**, Messages etc. * Migrated data from legacy systems into Dataverse using tools like KingswaySoft to minimize business disruption. * Performed upgrades, configuration, and performance tuning of Dataverse environments to ensure stability and scalability. * Extensively worked on **CRM Plug-in, Custom Workflow, and Console Application** activities development. * Created **Custom Entities**, **Custom Forms, Custom Views, Custom attributes, Relationships & Option-sets** for individual Business Units in **MS Dynamics CRM 2015/2016** as per the Business Process. * Developed dynamic reports using **Power Apps reporting interface** and **SSRS** and deployed it on the CRM that were used in the application Web services Power BI depending on roles. * Involved in deployment of the WPF application in the production and maintained postproduction Power Apps activities. * Customized Dataverse entities, views, and forms to meet specific business requirements for data capturing and reporting. * Developed complex business logic and automations using Dataverse plugins, workflow processes, and Power Automate flows. * Customize Dynamics CRM entities, create multiple forms (security based) on entities, add custom JavaScript on form events, and add web resources, navigation links to achieve the **business Power Apps Cloud requirements**. * Used CRM web service **Power Apps** and Java Script developed a custom service using WCF to provide extended functionalities to **design** and **customize CRM forms, ribbons, site map, workflows, Dialogue** etc. * Created a few **Power App Portals** to expose CRM data. * Created instances for **Power Automate** and **Power Apps** and setup the configuration for both security access to the environments and the connections with CDS/Gateway. * Implement **Plug-ins**, **Workflows**, **Custom Actions, Business rules**, **Business Process flows** to automate the business processes. * Worked on CRM related tools like **Kingsway Soft, XRM Toolbox, Ribbon Workbench, Sitemap Editor**, etc. * Worked on Plug-in, **Parallel Workflows**, Business rules and Business Process flows to automate the business processes. * Built **custom .NET web resources** to extend Dynamics 365 form functionality and enable dynamic UI updates. * Created **custom .NET workflow activities** with complex business logic to be reused across multiple workflows. * Developed **async plugins using .NET** to handle long-running business processes without blocking the main thread. * Used **.NET Framework and C#** to develop custom plugins and workflow activities. * Integrated Dynamics CRM with Cloud Scale Unit to optimize performance and scalability, ensuring smoother deployments and increased adaptability in fluctuating workloads. * Collaborated with cross-functional teams to monitor and enhance Cloud Scale Unit configurations, ensuring seamless data synchronization and enhanced real-time analytics processing capabilities. * Clearing backlog tickets using **Agile CRM,** to gain faster ticket resolution for Individual Business Units and provided high quality support. * Installed and Power BI configured MS Dynamics CRM 365 system for development and Ui testing. * Created several plug-ins and Power BI workflows for enhancing the system and maintain data integrity. * Used extensively **jQuery, JavaScript** for client-side validations and access data within the **HTML** controls. * Worked on Web API’s and editable Grids using **MS Dynamics CRM 365** online**.** * **Optimized ETL performance by implementing parallel data flows and partitioning logic in SSIS packages.** * Created organizations, business units, groups and their relationships. * Developed dynamic reports using Power Apps reporting interface and SSRS and deployed it on the CRM that were used in the application Web services Power BI depending on roles. * Involved in deployment of the WPF application in the production and maintained postproduction Power Apps activities. * Handled **data type conversions**, data validation, and **error handling in SSIS** during ETL. * Implemented **incremental ETL** processes to only load changed source data to improve load times. * Customized Dashboards based on the custom reports and charts (requirements) created Used Visual studio test project and accomplished unit testing including both automated and manual testing. * Document management with SharePoint integration. * Involved in Code reviews. Peer Reviews for developing quality code. * Participated in various testing-related review meetings to analyze defects. * Writing **test cases** for the new system, testing the application and **documenting issues**. * **Analyzing** and **documenting** the **functional** specifications. * **Training** end-users to explain the new CRM system and **leading support** effort for any **internal technical**/**functional issues**. * Actively **participated** in Development, Testing and Deployment Planning **meetings**.   **Environment**: MS CRM 2015 & 2016, On-Premises/Online Deployment, C#, Cloud Scale Unit, Plugin registration XRM Toolbox, Visual Studio .NET 2017, ADO.NET, ASP.NET 4.7, SSRS Reports, HTML, JavaScript, SQL Server 2018 v17.9.1 and Web services. | |

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| **Project Name:** LOWE’S | |
| **Client** | LOWE’S, Charlotte, NC |
| **Role** | Microsoft Dynamics CRM Senior Developer |
| **Duration** | June 2015 – February 2019 |
| **Applications** | Microsoft Dynamics 365 Version 8.2, 9.1 |
| **Responsibilities:**   * Involved in project from requirement gathering level. Design functional level documents and part of project design team to design architecture of project. * Implemented User Interface in Model-View- Controller Architecture which accomplishes a tight and neat coordination of JSP, Servlets, **Java Script, XML, AJAX, and HTML**. * Involved in requirements gathering, analysis, project planning and resolving. * Created **Custom Entities, Custom attributes** for individual business units, per their business process. * Migrated & Integrated **Microsoft Dynamics AX w\MSCRM** System for entities **like Products, Customers, Contacts, Sales Orders, Invoices** using third party software(s) like **Kingsway Soft.** * Configured and customized CRM using web-based **administration tools** (form layout, workflow design, Web Resource, Iframe and view creation, etc. * Executed complex application migrations utilizing C# to ensure data integrity, application compatibility, and performance optimization across various platforms. * Developed intricate C# scripts to automate and enhance workflows, resulting in a 25% increase in operational efficiency and a more streamlined user experience. * Created a .NET Core console application to run scheduled jobs and tasks for CRM, like sending emails, generating reports, and data imports. Used background workers, rate limiting, and retry policies to ensure resilience. * Built an event-driven architecture for CRM using RabbitMQ and .NET Core for high scalability. Implemented domain events, handlers, and publishers to decouple components and enable asynchronous behavior. * Spearheaded the creation and implementation of multi-threaded C# plugins to extend application functionalities, improve performance, and enhance user engagement. * Created **reusable .NET class libraries** containing shared business logic to streamline development. * Used **async workflows and plugins** built with .NET to improve performance of long-running processes. * **Enhanced SQL statements** in SSIS packages to optimize data extraction performance from source systems. * Utilized agile metrics and KPIs to monitor and optimize team performance and project progression, ensuring alignment with organizational objectives and stakeholder expectations. * Promoted cross-functional collaboration by implementing Kanban boards and Scrum meetings, enhancing visibility, communication, and productivity in agile environments. * Enhanced product quality by integrating automated testing and continuous feedback loops within the agile development process, ensuring rapid identification and resolution of issues. * Utilized Power Apps to create interactive dashboards and reporting tools, offering real-time insights and analytics to drive informed business decisions. * Streamlined code integration and deployment processes by leveraging Azure DevOps pipelines, reducing release times and enhancing application quality. * Enhanced team productivity by utilizing Visual Studio’s collaborative features, promoting real-time code sharing, review, and optimization in an agile environment. * Implemented automated testing frameworks within Azure DevOps to ensure code quality, functionality, and performance in alignment with agile development goals. * Developed training and communication strategies to facilitate seamless adaptation to new systems and processes following change implementation. * Enhanced change traceability and accountability by implementing robust documentation and audit trails, ensuring compliance with internal and regulatory standards. * Designed complex, user-friendly interfaces for Power Apps to facilitate efficient data entry and retrieval, integrated with Power Automate to optimize workflow automation. * Expanded the application’s functionality by integrating it with external APIs and services using Power Automate, ensuring real-time data synchronization and enhanced user experience. * Implemented **change data capture** and **incremental loads** in ETL processes for efficiency. * Built **custom SSIS components** using .NET for specialized data transformations. * Handled **errors and data inconsistencies** during ETL using .NET scripts and transformations. * Working knowledge of Source code version control using SVN and **Team Foundation Server (TFS**). * **Used Pre and Post Images during Plugin Execution Phases** for various complex Plugins. * Used Plugin to throw custom **Business Process Flows** errors to cancel user transaction. * Extensive experience in developing Custom Plugins using **Plugin Context, Organization Context, Retrieve Multiple, Retrieve, Associate, Disassociate.** * Created **relational data modeling**, **data warehouse (DW) modeling** loading (ETL) for very large data bases. Applied DW/BI concepts to manage and monitor accounts and resources in **Microsoft Azure cloud.** * Developed **Fetch XML** based custom reports for CRM users. * Generated Sales Reports for statistical analysis of data at user level using **SSRS.** * Created **custom workflows** to calculate Probability weighted revenue. * Relocation of data from **Excel source** to CRM using **SSIS** component of Kingsway Soft. * Used jQuery, **JavaScript** framework to implement **AJAX** to restrict the screen flicker. * Extensively used **CRMSDK** to perform operations on **CRM Entities**. * Used SOAPUI to test the REST Web service call. * Working with API in .Net Framework. * Implemented **virtual cloud** infrastructure leveraging latest features of Azure portfolio, **Azure Active Directory**. * Developed **plug-ins** for Dynamics CRM applications. * Experience with technical and functional requirements. * Working knowledge **of XML, SQL, SSRS** and **SQL Server**. * Used **Entity Framework** for database operations. * Developed 20+ plugins and 10+ custom workflow activities. * Implemented **Caching, Session State, and Cookie Management, view state, POST** and **GET** techniques. * Work on improving and customizing CRM instance by use of custom plug-ins, web services, & web forms. * Help to incorporate existing legacy applications into a central Microsoft Dynamics CRM system. * Used Test Driven Development (TDD). * Using **Azure Logic Apps** created **workflows in CRM** and managed to get the **alerts** when the workflows failed. * **Used Advanced Find feature of MS Dynamics CRM 2016** and created multiple views of System entities. * Relocation of data from Excel source to CRM using **SSIS** component of **Kingsway Soft.**   **Environment**: MSCRM 2016/15, On-Premises Deployment, C#, Plugin Registrations Tools, XRM Toolkit, Visual Studio .NET 2013, Dynamics AX, SCRIBE, SSIS ETL Tools, ADO.NET, ASP.NET 4.0, Master Pages, SSRS Reports, HTML, JavaScript, SQL Server 2014 and Transact-SQL, Web Services. | |
| **Project Name: Pike** | |
| **Client** | PIKE, Mont Airy, NC |
| **Role** | Microsoft Dynamics CRM Developer |
| **Duration** | May 2013 – June 2015 |
| **Team Size** | 10 |
| **Applications** | Microsoft Dynamics CRM 2016, Dynamics 365 |

**Responsibilities:**

* Implementing and customizing Marketing, Service and Sales module
* Involved in customizations through custom workflow, ribbon workbench, process flow, routing rules, role-based forms & java script to achieve the above features.
* Created new users in CRM as requested and maintained profiles and security roles.
* Was responsible for the deployment during phase 1 across SIT, UAT, Production Environments and preparation of the deployment document.
* Orchestrated a seamless shift to microservices architecture using Azure DevOps, enhancing scalability and facilitating continuous delivery.
* Expanded the capability of Visual Studio by integrating it with additional tools and extensions, streamlining the development and testing phases.
* Utilized Azure DevOps analytics to gather insights on development processes, driving continuous improvement and efficiency in the agile development lifecycle.
* Facilitated dynamic and adaptive planning through the integration of agile methodologies, enhancing responsiveness to changing project requirements.
* Optimized resource allocation and project timelines by implementing Agile frameworks, ensuring timely delivery while maintaining quality standards.
* Introduced Agile coaching sessions to enhance team understanding and execution of Agile principles, leading to improved productivity and collaboration.
* Developed plugins, Custom Webpages, SSRS Report and Web services.
* Developed proof of concept using Dynamics service module and Unified service desk.
* Planned and designed strategy for the migration of data from previous CRM tool to current CRM tool.
* Worked on internal user workflow processes and using Task Factory along with SSIS to migrate data.
* Implemented predictive analytics to foresee potential impacts and challenges in change management, allowing for proactive strategy development.
* Enhanced stakeholder engagement in change processes through transparent communication and inclusive decision-making strategies.
* Strengthened change resilience by developing and implementing comprehensive training and support programs, facilitating smooth transitions and rapid adaptability.
* Used ADX portals for creating the comprehensive customer platform.
* First point of contact for CRM business users and provided hands-on support to all departments that used CRM.
* Successfully designed CRM tool training material and conducted training for all sales teams in all regions of the world 200+ Users.
* Led functional departments through the requirements definition phase, designed and implemented CRM tool solutions along with documented policies, procedures and best practices. These deliverables were aligned with the business needs of numerous functional departments and stakeholders.  
    
  **Environment**: MSCRM 2016/15, On-Premises Deployment, C#, Plugin Registrations Tools, XRM Toolkit, Visual Studio .NET 2013, Dynamics AX, SCRIBE, SSIS ETL Tools, ADO.NET, ASP.NET 4.0, Master Pages, SSRS Reports, HTML, JavaScript, SQL Server 2014, Web Services.

**Education**

* + **Master’s of Science, Computer Science**

George Mason University, Fairfax, Virginia

* + **Bachelor of Technology in Computer Science**

Jawaharlal Nehru Technological University, Hyderabad, India