Manjusha Apparao

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**Objective**

To use my in-depth knowledge of Microsoft Dynamics CRM and Dynamics 365 Solutions, together with my adept growth, modification, and administration abilities, to help a dynamic and creative firm succeed.

**Professional Summary**

* I have over 7 years of work expertise with Microsoft Dynamics CRM 2016, 2015, 2013, 2011, and 365 Sales, Marketing Modules, and web-based solutions, Knowledge of JavaScript, Web Services, Workflows, Plug-ins, and Client/Server-side Programming for MSCRM.
* Extensive implementation experience with configuring, customizing, and updating Microsoft Dynamics CRM, and with troubleshooting and production support.
* Good Experience with Logic Apps, Azure functions.
* Gained a good understanding of the Unified Service Desk Framework, its purpose and its features.
* Worked closely with stakeholders, such as customer service managers and agents, to gather the specific requirements for the USD implementation.
* Capable of navigating rules that determine how USD responds when specific events occur.
* Involved in the testing the USD configurations and customizations to ensure they meet the intended requirements.
* I’ve experience in Power Apps, enables users to create custom mobile apps without using extensive coding, making it easier to develop solutions that work on mobile devices.
* Involved in updating records, managing tasks and performing various actions related to customer relationship management directly from their mobile devices.
* The real-world experience of upgrading a CRM from Dynamics 365 to 2011.
* Extensive knowledge of Ribbon modifications, Site maps, and solutions.
* I’ve been involved in integrating canvas with Dynamics 365 which allows for the synchronization of the data between two systems.
* I’ve created personalized learning paths for individuals based on their roles, skills and learning objectives.
* Good understanding of Learning Management System functionalities canvas which can provide a holistic view of customer interactions. Training history, certifications and other relevant information.
* Knowledge of configuring security roles, business units, Teams, and field security profiles.
* Strong web development experience with knowledge of HTML, XML, CSS, JavaScript, jQuery, and Ajax.
* Vast expertise creating deployment guidelines and deploying builds.
* Good experience in NET Framework programming experience utilizing ASP.NET, ASP.NET MVC, and C#.
* Working knowledge of CRM data migration and update activities throughout numerous properties utilizing LINQ and XRM.
* Good awareness of Microsoft's Application building blocks for.Net applications (Data Access, Exception Handling, Caching and Configuration Management Application Blocks). Hands on experience on Email Router, Mailboxes and Outlook Client configuration.
* Technical ability of creating and setting up Power Apps, the Dynamics portal, and Dynamics CRM.
* Pre-sales were supported through POCs and demos for customers in the telecom and banking domains.
* Estimated effort for configuration, customization, and documentation.
* As part of the annual evaluation cycle, I evaluated the team members' performance (Senior CRM Developers, Testers, and BA's) and gave them productive criticism and suggestions for growth.
* Directly interacted with the Customer from offshore and onshore locations to co-ordinate project execution using Scrum framework to design, develop and successfully deploy CRM enhancements over multiple sprints.

**Technical Skills**

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| --- | --- |
| Application | Microsoft Dynamics CRM 2011, 2013,2015, 2016 and Dynamics 365 Sales, Marketing Modules |
| Languages | C#, .Net, JavaScript, HTML, XML, CSS,Jquery, Ajax |
| Database | SQL Server 2008,2012,2012 R2, 2016 |
| Tools | Azure DevOps, Power Apps, Ribbon workbench, CRM rest builder, Plugin Registration tool, Visual studio and OData Query builder, Postman, SQL |
| Reporting /Integration Tools | SQL Server Reporting Services (SSRS), Power BI, SharePoint, Task Factory, Kingsway soft, CData, Scribe, SQL Server Integration Services (SSIS) |

**Client: County of San Bernadino August 2022 –September 2023**

**Role: Senior Microsoft Dynamics CRM/Dynamics 365 Consultant**

**Environment**: Microsoft Dynamics 365 version, Power Apps, Power Automate, SSIS

**Responsibilities:**

* Implemented and customized 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.
* Created Entity Attributes, Lookup fields and customized forms/views for all System & Custom Entities
* 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.
* Developed SSIS packages using Kingsway software to compare data between dynamics and GP.
* Configured security roles and permissions using C# for fine-grained access control.
* Using Power Apps, I’ve designed mobile apps tailored to specific CRM needs and distributed them to users across various mobile platforms, such as iOS and android.
* Created and set up Scribe scripts to connect Microsoft GP and Dynamics CRM.
* Importing data into and out of CRM was done using Excel templates.
* Created and integrated Power BI reports on Dynamics CRM dashboards.
* Create applications and solutions for Office 365 (Power Automate (Flow), Power Apps, Power BI, Dynamics 365, SharePoint Online).
* Using C# and Javascript, I’ve developed client-side code for customizing forms and interactions.
* I’ve also designed and implemented custom reports using SSRS and FetchXML.

**Client: Office of Attorney General July ’21 –May 2022**

**Role: Senior Microsoft Dynamics CRM/Dynamics 365 Consultant**

**Environment:** Microsoft Dynamics 365 Version 9.1, Marketing, Azure DevOps, Power Apps, Power Automate, Scribe, MicrosoftGP, Scribe7.9.x, SSIS, SSRS**.**

**Responsibilities:**

* Involved in design, planning and configuration phase for the migration and upgrade from Dynamics 2015 On premises to online Dynamics 365 Version 9.0.
* Personalized workflows, ribbon workbenches, process flows, routing rules, role-based forms, and Java script were developed using Microsoft Dynamics Solutions to enhance operational and corporate processes.
* I created customer journeys, marketing lists, campaigns, and fast campaigns in the promotion department.
* Customized and configured CRM environment, with deployment duties aided by Power platform capabilities like Power Apps.
* A Communications list and Instant Campaigns were established dealing with outbound and real-time marketing.
* I’ve been involved in integration with customer service modules, handled customer inquiries, returns or exchanges and manages post-sales support.
* I’ve also had extensive experience on supply chain operations and customer service activities.
* I’ve done tracking sales , opportunities, manages customer orders and monitored the sales pipeline.
* Customized and redesigned entities, fields, and forms in accordance with the unique reports and charts.
* Updated the website resources script to use the Microsoft Dynamics CRM SDK libraries, Messages, and new client APIs, plugins, and custom workflow libraries code.
* Data was presented using HTML, Ajax, jQuery, JavaScript, CSS, and a variety of web control.
* Created and set up SSIS packages to record dynamics change events and import them into SQL databases.
* Developed model-driven apps and made use of specific controls.
* Site maps, entities, forms, views, charts, dashboards, and business process flows are examples of commonly used components.
* Using the Azure DevOps CI/CD pipeline, managed and unmanaged solutions for MS Dynamics CRM 365 were deployed, along with versioning and patching.
* Developed apps in CDS in Apps employing entities and virtual entities.
* Role-based security and row level security have been added to the Apps data.

**Client: Wisconsin Physician Services Jan ’18 -June 21**

**Role: Senior Microsoft Dynamics CRM/Dynamics 365 Consultant**

**Environment:** Microsoft Dynamics 365 Version 8.2, 9.1

**Responsibilities:**

* Customized and Redesigned Dashboards, entities, fields, and forms based on the custom reports and charts.
* Involved in marketing model customer information, provided marketing automation features, and created personalized event-triggered marketing campaigns.
* Created packages to download the changes of accounts, contacts, opportunities into SQL tables.
* Developed UI using JavaScript, HTML, CSS, JavaScript validations and XML.
* Developed and Configured Power Apps, Dynamics portal within Dynamics CRM
* Involved in integrating CRM with SharePoint for document management.
* Involved in upgrading, Customizing and Configuring Dynamics 365 Version 8.2 to 9.1
* Integrated Outlook Client with Dynamics 365.
* Upgraded the JavaScript code written on Contact, Account, case, Products, Loan form to use the Latest framework components of Microsoft Dynamics CRM Online.
* Developed integrations between Dynamics 365 and applications using C#.
* Involved automated tests using C# to validate customizations and extensions.
* Configured forms/Created Web resources, used Power Apps.
* Upgrading the plugins and custom workflow libraries code to use the Microsoft Dynamics CRM SDK libraries, Messages etc.
* Trained In house developers on how to troubleshoot plugins.
* Workflows and frequent user tasks were created or modified.
* Reuse the TFS code base and expand it as necessary.

**Client: Fifth Third Bank, OH Dec ’15 – Dec 17**

**Role: Senior Microsoft Dynamics CRM/Dynamics 365 Consultant**

**Environment**: Microsoft Dynamics CRM 2016, Dynamics 365, .Net

**Responsibilities:**

* Implemented and customized 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.
* Created Entity Attributes, Lookup fields and customized forms/views for all System & Custom Entities
* 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.
* Developed SSIS packages using Kingsway software to compare data between dynamics and GP.
* Development including customizations, configurations, custom plugin development, custom workflows and web resources using Dynamics 365.
* Involved in development of Web Forms, classes using ASP.NET.
* Worked on internal user workflow processes and using Task Factory along with SSIS to migrate data.
* First point of contact for CRM business users and provided hands-on support to all departments that used CRM.
* Designed CRM tool training material and conducted training for all sales teams in all regions of the world.
* 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.
* Implemented forms authentication in ASP web forms like Login, password and User authentication.
* Designed and developed interfaces, tree view and grid control using windows forms in VB.NET.
* Created Web Services used for the application as well as for some other departments.
* Developed graphical charts in the web application using Office Web Components tool.

**Education**

* Master’s in information systems – University of North Texas.