

D365 CRM CE Technical

Dedicated D365 CRM Consultant offering 4.5 years of hands-on experience in Copilot Workspace and Omnichannel development. Skilled at translating complex business requirements into seamless, multi-session agent environments powered by Copilot AI. Strong background in custom CE + CCAAS, C#/.NET and JavaScript development, system integrations, and deploying intelligent routing solutions to optimize customer service operations for international enterprise clients.

Profile

Education

B.Tech in Computer Science

Package experience

Dynamics 365 CRM Consultant

Tech Stack

Microsoft Dynamics 365 CE/CRM, Dynamics 365 Customer Service, Microsoft Dynamics 365 Contact Center, Microsoft Power Platform, Microsoft Power Apps (Model-Driven Apps), Microsoft Power Automate, Microsoft Dataverse, Omnichannel, ASP.NET MVC, Unified Routing, Workstreams, Queues, Assignment & Routing, Agent Experience, Copilot Studio, C#, ASP.NET, .NET Framework, JavaScript, TypeScript, HTML, CSS, jQuery, Plugins, Custom Workflow Activities, Business Process Flows (BPFs), Business Rules, Entity Customization, Forms, Views, Charts, Dashboards, Security Roles, Business Units, Teams, Field-Level Security, FetchXML, XRMToolBox, Plugin Registration Tool, Ribbon Workbench, REST APIs, Dataverse Web API, SSRS, Custom Connectors, Custom API Integration, Azure Functions, Azure Service Bus, Azure Event Hub, Azure Queue Storage, JSON, Postman, Webhooks, Application Insights, Azure SQL, PCF, E-commerce & Payment Gateway APIs, ServiceNow, JIRA, Azure Repos/Azure DevOps, Code Review, Coding Standards, Code Quality Improvement

Employment history

- Company: Dynamics Monk Consulting Services
- Role: CRM Developer – Consultant
- Duration: Mar 2022 – Present

Professional Consultancy Experience

Area of expertise:

- Hands-on experience in developing Microsoft D365 Omnichannel solutions for various clients.
- Expertise in configuring Customer Service Workspace to enhance agent productivity and customer interactions.
- Proficient in using Copilot Studio for building AI-driven solutions that improve customer service efficiency.
- Experience in managing CE & CCaaS solutions to elevate customer experience and service quality.
- Skilled in developing customplugins and workflows to automate business processes and enhance system functionality.
- Ability to lead testing efforts to ensure quality and performance of new features before deployment.
- Experience in collaborating with stakeholders to gather requirements and deliver tailored Dynamics 365 solutions.
- Strong problem-solving skills demonstrated through debugging and resolving critical systemissues in production.

Project Details:

Client : Australia

Role : CRM Developer

Client Profile: Developed and maintained Microsoft D365 Omnichannel solutions for Australia-based clients.

Roles and Responsibilities:

- Designed and implemented Microsoft Copilot Studio solutions, including Generative AI and Deterministic

Agents, conversational topics, triggers, entities, variables, agent instructions, and end-to-end dialog flows.

- Developed JavaScript-based web resources to customize form behaviour, validations, and user interactions.
- Created custom plugins using .NET Framework to handle complex business logic and automate actions on appointment records.
- Ensured seamless scheduling and tracking of appointments between agents and clients across channels.
- Configured unified routing, work streams, queues, and agent scripts to streamline case assignment and improve response accuracy.
- Customized Customer Service Workspace and dashboards through the Customer Service Admin Centre to enhance visibility into agent performance and customer interactions.
- Built Power Automate flows for case creation, routing, and escalation to automate repetitive tasks and reduce agent workload.
- Managed CE & CCaaS solutions to improve customer experience and service quality.
- Collaborated with clients to design and implement a voice bot using Co-pilot Studio and Power Virtual Agents to assist customers with queries.

Project Details:

Client : UK Client

Role : CRM Developer

Client Profile: Developed and maintained Microsoft D365 Omnichannel solutions for UK-based clients.

Roles and Responsibilities:

- Configured the Customer Service Workspace so housing agents can easily handle multiple chats, calls, and cases on one screen.
- Enabled Co-pilot to auto-summarize chat histories, draft email replies, and fetch knowledge articles during live tenant calls.
- Created skill-based routing to instantly send live chats, emails, and phone calls to the correct agent based on availability.
- Wrote custom plugins, workflows, and web resources to automate daily business processes for the UK housing client.
- Acted as the lead tester to verify that all new Omnichannel and Co-pilot features worked perfectly before going live.
- Managed the safe deployment of code to the production system, ensuring all project milestones were delivered strictly on schedule.
- Built smooth chat transfers so live agents could read the full bot conversation history without asking customers to repeat details.
- Managed CE & CCaaS solutions to improve customer experience and service quality.
- Used Service Now to track, troubleshoot, and quickly fix daily support tickets and live system issues.

Project Details:

Client : Singapore

Role : CRM Developer

Client Profile: Developed and maintained Microsoft D365 Customer Service solutions for Singapore-based clients.

Roles and Responsibilities:

- Acted as a technical consultant to gather requirements directly from banking stakeholders and translate them into effective Dynamics 365 solutions.
- Managed the development team, oversaw new feature builds, and ensured all project milestones were delivered on time.
- Built and customized Dynamics 365 applications to solve complex business problems specifically for the banking sector.
- Wrote C# plugins for Dataverse to handle complex server-side business logic, data validations, and backend automation.
- Developed client-side JavaScript customizations for D365 forms to improve user interface behaviour, field validations, and form events.
- Debugged live production code and quickly resolved critical system issues to keep the banking platform running smoothly.
- Supported business teams through User Acceptance Testing (UAT) and managed successful, bug-free system launches.
- Developed and maintained **SSRS/CRM Reports** to support business reporting and operational requirements within Dynamics 365 CE.
- **Performed code reviews and followed coding standards**, providing technical guidance to the development team and identifying opportunities for **code quality and implementation improvements**.