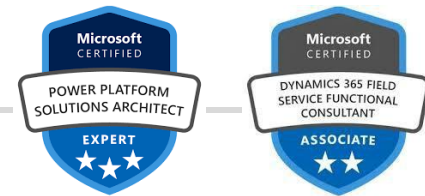


Omnichanel



PROFESSIONAL SUMMARY

Skilled Microsoft Dynamics 365 Developer with 8+ years of experience in designing, developing, and implementing robust solutions. Known for leveraging deep understanding of business processes to optimize system utilization and enhance user experience. Strengths include strong problem-solving abilities, technical expertise in CRM customization, and proven track record in driving efficiency improvements. Previous work has resulted in streamlined workflows, improved operational efficiency, and increased customer satisfaction levels.

SKILLS

- 8+ years of extensive implementation experience in installation, configuration, customization, and extension of Microsoft Dynamics CRM, as well as deployment, troubleshooting, and production support for the applications developed
- Proficiency in CRM administration, including user setup, data importing, system customizations, SQL, and security configuration
- Vast experience in Power Automate, Power BI reports
- Excellent problem-solving abilities, and innovative thinking in troubleshooting system and process issues
- A proactive approach to communication and teamwork, and a strong customer-service orientation
- Excellent written and spoken English skills
- Experience in developing complex applications on the Microsoft Dynamics CRM platform, with customization of entities, sitemap writing, and client-side JavaScript
- Experience in developing custom WCF web services, dialog-based workflows, plug-ins, and integrating custom web pages into CRM
- Experience in interacting with MS CRM databases through the use of web service methods
- Experience in operations such as data migrations and updates using LINQ and XRM that help facilitate data migration within CRM across various entities
- Hands-on knowledge of implementing and maintaining access controls in CRM, based on roles and access conditions
- Worked on on-premises

- Developed and delivered multiple projects with healthcare, insurance, and manufacturing verticals.
- Analyzed customer data and identified trends to inform the design of the CRM platform.
- Created detailed reports on customer activity, including purchase history and preferences.
- Assisted in setting up automated processes within the CRM system to improve customer experience.
- Monitored KPIs and provided feedback on performance of CRM campaigns.
- Integrated multiple systems into one unified CRM platform to streamline customer service operations.

03/2017 to 07/2022 Team Lead

- Leading, managing, and customizing Microsoft Dynamics 365 based on the organization's needs.
- Analyzing and enhancing business processes for efficiency, while responding to internal stakeholders and providing guidance to the corresponding departments to achieve their objectives.
- Handling system changes, upgrades, and implementations while collaborating with IT support teams to address system issues promptly and effectively.
- Identifying system improvement areas and generating smart solutions and workarounds, following the standards.
- Providing training and support on the use of the CRM, and assisting businesses with BI report creation based on CRM data.
- Proficiency in CRM administration, including user setup, data importing, system customizations, SQL and security configuration
- Excellent problem-solving abilities and innovative thinking in troubleshooting system and process issues
- A proactive approach to communication and teamwork, and a strong customer-service orientation
- Excellent written and spoken English skills
- Developed and implemented custom plugins for Microsoft Dynamics 365 using C# and .NET framework.
- Performed troubleshooting on existing MS Dynamics applications to identify and fix any issues.
- Configured various entities, forms, views, workflows and dashboards in Dynamics 365.
- Integrated third-party systems with the Microsoft Dynamics platform using web services such as SOAP and REST APIs.
- Designed custom solutions for customer requirements utilizing workflow activities, plugins and client side scripting languages like JavaScript or

Jscript.

- Implemented security roles and privileges within Microsoft Dynamics 365 environment according to organizational needs.
- Deployed customized solutions into production environment following best practices of software development life cycle.
- Documented all technical specifications related to customizations made in Microsoft Dynamics 365 environment including design documents, code reviews.
- Collaborated with multiple stakeholders across different departments to ensure successful delivery of projects within agreed timeline and budget constraints.

EDUCATION

09/2016

Bachelor's Degree: Computer Science, Information Systems