**Dynamics Crm developer**

**Location:**

[Charlotte, NC](https://www.postjobfree.com/l/Charlotte%2C-NC/resumes)

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?Harish Kaleru

Professional Summary

Experienced and skilled CRM Software Developer who is organized with great attention to detail. Able to function as the Microsoft Dynamics development resource across multiple client projects simultaneously. Has a bachelor?s and master?s degree in computer Programming with Nine years of programming experience.

? 9+ years of Experience in developing business solutions using Microsoft Technologies like .NET, MS Dynamics CRM and SQL Server.

? 7+ years of Experience in Microsoft Dynamic CRM 4.0, 2015, 2016 and Dynamics 365 Entity, Views, Web resources, Ribbon, Chart, configuration and customization, integration with MS SharePoint 2010 and MS Outlook.

? Experienced in Installing, Configuring, Customizing, Administrating, Maintaining and Troubleshooting Microsoft CRM2015 and CRM 2016.

? Experience working with formal SDLCs, business analysis methodologies and major project management methodologies (Agile, Waterfall, etc.)

? Strong knowledge of Microsoft Dynamics CRM architecture and performing a migration from CRM 2015 to 2019 in CRM environment.

? Complete understanding OOTB functionality of platform and experience in developing XRM applications.

? Expertise in developing and deploying plug-ins, custom workflow activities and java script extensions for?MS?CRM.

? Created and customize reports in the system by using SQL Server Reporting Services (SSRS) to provide data for demand planning and opportunity management Integrated with SSRS to support reporting, data analysis, and business planning.

? Customized Workflows and Plugin for automated processes, based on the requirement from the sales and marketing department to increase visibility and efficiency.

? Worked on setting up relationship between System & Custom entities Used extensively JQuery & JavaScript for client-side validations and access data within the HTML controls.

? Develop and maintain detailed functional knowledge of Microsoft Dynamics CRM and the Customer Service Management System.

? Experience with Microsoft Dynamics CRM 2016 - on-premises and online

? Experience with migrating systems and applications from On-premises to Online

? Experience with integrating Microsoft Dynamics CRM 2016 with SharePoint online

? MSCRM Integration Developer with strong hands on .Net / Webservices/ Data/ Rest Experience with Dynamics CRM 2016/365

? Hands on experience in designing, developing, debugging and successful deployment of large-scale projects.

? Experience mapping requirements from out of the box CRM functionality to identifying specific needs for customizations.

? Experience in translating design mockups and prototypes into working application designs.

? Experience in configuring and customizing the Microsoft Dynamics CRM platform to achieve the customer?s business requirements. Experience on?CRM?integration with?SharePoint outlook client and other systems.

? Strong Experience in business requirement analysis, assess alternative solutions, design, develop and implement application solutions using Microsoft?CRM SDK, C#, .NET Framework and JavaScript.

? Expertise on Object Model, Client object model, Web parts, User Controls, Features, workflows, Out-of- box Security, SharePoint?Designer based coding and customization.

? Experience in all phases of software development life cycle (SDLC); requirements gathering, analysis, design, development, testing, production, post-production support and review/development of business training materials.

? Used Unified Service Desk USD to gather all customer data using Telephonic Integration.

? Experience in object model, CAML, Service application, Sandbox solutions and creating custom site definitions, custom list definitions, site columns, content types, document libraries, lists, list views, Timer jobs, Event receiver and features to collaborate users by using object model and CAML Queries.

? Experience in Design, Develop and integrate internal/external/third-party websites and applications using C#.Net, ADX Studio Portals, ASP.Net and MVC

? Proficient in HTML, XML, CSS, JSON, ODATA, IIS 6.0/7.0.

? Experience in implementing projects using agile and sure step methodologies and Experience on CRM integration with SharePoint 2017, outlook client and other systems.

? Experience in Full cycle implementations and up-gradations in Dynamics CRM 4.0 and Experience with integration and functional testing, SCRUM methodologies and Sprints.

? Good knowledge on all service applications and Active directory.

? Excellent communication, analytical and interpersonal skills.

? Quick learner and adaptive to new and challenging technological environments.

? Highly motivated to take independent responsibility as well as ability to contribute and be a productive team member.

SKILLS

ERP Technologies : Dynamics 365, CRM 2019, 2017, 2016 and 2015.

Other Technologies : HTML, CSS, Java Script, jQuery, XML, XAML, Fetch XML, JSON and ODATA.

.NET Technologies : MS Visual Studio 2010, 2012, 2015, Eclipse, MS office,

Programming Language : C#.NET, [ASP.NET](http://asp.net/), MVC, [VB.NET](http://vb.net/),

SQL Server Technologies : WCF, WWF, SSRS, SSIS, SSAS and SQL Server Data Tools.

Data Base : MS SQL Server, MS-Access.

EXPERIENCE

VITA (Virginia Information Technologies Agency)

State of Virginia Jul 2022 ? Present MS Dynamics CRM Consultant

Project Description: The Virginia Information Technologies Agency (VITA) is the Commonwealth's consolidated information technology organization. VITA's responsibilities fall into four primary categories: Governance and protection of the Commonwealth's information security programs in support of the responsibilities of the Chief Information Officer of the Commonwealth,

Operation of the IT infrastructure for the executive branch agencies declared by the legislature to be in-scope to VITA,

Governance of IT investments in support of the duties and responsibilities of the Information Technology Advisory Council and the Chief Information Officer of the Commonwealth,

Procurement of technology for VITA and on behalf of other state agencies and institutions of higher education.

Project: Within Virginia Information Technologies Agency (VITA), there are specific needs for maintaining projects and communications with external agencies and vendors. VITA is responsible for supporting these agencies in information technology related needs. As part of this assistance to agencies and vendors, an automated solution is needed that will allow all aspects of the VITA team to effectively maintain agency projects and communications.?

? Worked on Understanding the purpose and functionality of the existing Dynamics workflow.?

? Worked on Assess Workflow Functionality.

? Worked on Recreate the Workflow Steps in Power Automate.

? Developed Hiring request form here Hiring Request is a Microsoft Dynamics based submission, tracking and approval application created and customized for Virginia Information Technologies Agency (VITA). It is replacement of the current paper based manual process for submission, tracking and approval of Hiring Requests.

? Worked on Virginia Information Technologies Agency (VITA) is a state-level agency that is responsible for managing many digital platforms and applications within the state of Virginia. Two such applications are the VCAST and VPAS systems.

? The VCAST system is primarily responsible for managing interactions with customers and leverages Case Management heavily.

? The VPAS system is primarily responsible for managing HR activities.

? Developed Dynamics CRM custom workflows, plug-in creation, and creation of custom integration solutions with third-party vendors.

? Created custom [asp.net](http://asp.net/) pages and configured forms and views for new modules to be added to MS Dynamics CRM system.

? Involved in high level requirement gathering to implementation and deployment of high quality solutions.

? Working on customizing and configuration of CRM instance and building Forms, Views, Reports, Workflows for building best interface based on client needs.

? Involved in Data integration and worked on using Ribbon Workbench and CRM maintenance, Deployment and Installation.

? Interacted with stakeholders and client to gather requirements and was involved in planning, designing, developing, and implementing Enterprise solution.

? Worked on all the Out of Box Microsoft dynamics CRM features like Business Rules, Business Process flows, Synchronous & Asynchronous Workflows etc. to implement customizations to the environment.

? Implemented complex customizations on Microsoft Dynamics CRM Solutions to enhance operational productivity by building Workflow, plugins, creating new Entities, Attributes, Entity relationships, Views and Forms.

? Worked on onboarding users to the MS Dynamics CRM and assigning security roles, field level security, role-based security, record-based security privileges.

? Import and export data between external sources like MS Excel with MS Dynamics CRM.

? ? Extensively worked with Power platform, Power apps, Power automate and Common Data Service (CDS).

? Developed custom canvas and model driven apps using PowerApps and Dataverse.

Environment: Microsoft Dynamics CRM 365, SDK, JavaScript, Microsoft Visual Studio. C#, [ASP.NET](http://asp.net/), Microsoft Excel, HTML, jQuery, Ribbon Workbench XRM Toolbox, NET Framework, MS Outlook, SharePoint.

FORD MOTORS, DEARBORN, MI July 2018 ? Jun 2022 MS Dynamics CRM Consultant

Project Description: Ford Motors, is an American?multinational?automaker that has its main headquarters in?Dearborn a suburb of?Detroit, MI. Ford introduced methods for large-scale manufacturing of cars and large-scale management of an industrial workforce using elaborately engineered manufacturing Here, I was Involved in Siebel Replacement Project and Data associated with Siebel and Fusion Service were migrated to MS Dynamics.

? Worked in all phases of Software Development Life Cycle (SDLC), identifying the requirements and defining the business rules to user requirements.?

? Designing systems, modules & created business flowcharts to transform business requirements into technical specifications.

? Developed Web Service Application Programming Interface (API) s for exposing functionalities to client applications. 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. Tested Web API calls using SOAP UI tool.

? 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.

? Gathered business requirement, designed and developed business applications using PowerApps, Flow, PowerBI, SharePoint Online, OneNote, and OneDrive and integrated the same with Dynamics 365.

? Worked on C#, Visual Studio, SQL Server, DAX queries, PowerApps Studio, PowerBI Desktop and Azure Analysis Services.

? Developed PowerShell scripts and Azure functions in co-ordination with Flow to automate provisioning process.

? Worked on custom workflows, Actions and Plug- ins for various performance enhancements.

? Proficient in designing & deploying Plug-in and Workflows to meet Business Process Flow requirements using CRM?SDK & C#.NET.

? Responsible for developing a portal to access CRM data

? Knowledge on Integrating and setup Unified Service Desk (USD) Desktop application for unified platform for Customer service representative.

? Involved with Team to add users to Dynamics?365 and create Security Roles and assign those roles to Users Based on Access rights and Privileges.?

? Presented Dynamics 365 (CRM) data to a web audience using Portal Capabilities of Microsoft Dynamics 365.

? Developed Dynamics 365 Portals using Bootstrap CSS, JavaScript, and Liquid for the US Bank Portal

? Developed both Managed and Unmanaged solutions in Dynamics 365 to support the enhancements and published the customizations into the system.

? Maintain?MS?Dynamics?CRM?solutions/organization in all Environments. Maintenance includes DR/backup, automate deployment of?MS?Dynamics?CRM?managed solutions, import/export managed/unmanaged solutions/organization, performance tuning.?

? Involved in Development, Unit Testing and Integration Testing of most of the critical modules in this Project.?

Environment: Visual Studio 2017, C#.NET, REST, SOAP, Web Services, Web API, JavaScript, XML, HTML, SOAP UI.

AT&T, Dallas, TX Jan 2017 ? July2018

MS Dynamics CRM Consultant

Project Description: AT&T was founded as Bell Telephone Company by Alexander Graham Bell, Gardiner Greene Hubbard, and Thomas Sanders after Bell's patenting of the telephone. Here, Dynamics CRM helps in Sales, Marketing and Services of Products/Radios. It integrates with Hubspot which is a Marketing Automation Software that helps in converting leads and syncing with the CRM. This application involved development in Dynamics 365 Online environment to accomplish the above features.

? Involved in Requirements gathering, analyzing the Business Process and Project Planning.

? Used Dynamics 365 to customize system components such as forms, views, entities, attributes, relationships, and entity mappings according to entities in Telecommunication Inventory supply domain.

? Worked on setting up relationship between System & Custom entities.

? Migrated the existing data of accounts from Excel source to CRM Accounts using SSIS and Data Import.

? Customized Workflows and Plugin for automated processes based on the requirement from sales and services department to increase visibility and efficiency.

? Created Workflows for Email alerts and Business rules to Lock/Unlock, Show Error Messages and setting Field value/Default value on the form level.

? Enhanced and developed Business Process Flows on Lead and Opportunity entities as per the client needs.

? Generated Sales Reports for statistical analysis of data at user level using SSRS.

? Configured Akvelon CRM Tracker Application that allows you to add calls to the Dynamics CRM directly from your Android device and track incoming and outgoing calls as phone calls activity in Dynamics CRM.

? Experience working with supporting ETL and portal development tools such as Scribe, ADX Studio

? Created Field Service Knowledge Base in CRM and attached to Cases. Added Service and Certification Levels to Case form.

? Suggested several security policies on various entities in the system to manage and implement appropriate access controls.

? Used Advanced Find feature of MS Dynamics CRM and created multiple views of System entities.

? Worked on the HubSpot software that helps companies convert leads and close customers.

? Used Scribe Online to integrate HubSpot data to Dynamic CRM.

? Integrated dynamics 365 with Microsoft Outlook.

? Provided 2nd tier support for all CRM questions and issues.

? Provided detailed estimates on assigned projects and tasks.

Environment: Dynamics 365, Visual Studio 2016, JQuery, .Net, C#, SSRS, SSIS, Scribe Online.

Verizon, TX Sep 2015 ? Dec 2016

CRM Consultant

Verizon Wireless is an American telecommunications company which offers wireless products and services. The company operates through the Wireless segment providing wireless communications services, and the Wireline segment providing broadband video and data; corporate networking solutions; data center and cloud services; security and managed network services; and local & long-distance voice services.

? Defined and implemented business process, required entities and workflows for Service Management and Risk Evaluation and management modules.

? Performed Dev planning, analysis, design and execution in agile methodology by understanding the product backlog, sprint iterations, scrum session, stand up and defect triage.

? Created Entity Attributes, Lookup fields and customized forms/views for all System & Custom Entities.

? Pre-populating data into the CRM page during the page load using JavaScript, CRM Web Services and XML object.

? Created JavaScript functions to do client-side validations.

? Involved in migrating Microsoft Dynamics CRM 2013 customization to CRM 2015.

? Created dashboards using reports, pipelines, charts, campaigns and activities.

? Created several plug-ins and workflows for enhancing the system and maintain data integrity.

? Created custom [asp.net](http://asp.net/) pages and configured forms and views for new modules to be added to MS Dynamics CRM system.

? Developed JavaScript for all the Entity forms to implement custom business logic.

? Control the navigation links on each entity form using onLoad/onSave JavaScript events to Hide and show the links based on Business unit.

? Designed and Implemented Database Schema, import data and build stored procedures on SQL Azure.

? Deployed the tools Microsoft?Azure?Cloud Service (iPaaS, IaaS), and Web?Apps.?

? Involved in data migrations and update operations using LINQ and XRM within CRM across various entities.

? Involved in integrating CRM with SharePoint for document and record management.

? Created SQL reports for required Business functions and scenarios related to Services, Sales, and customer support.

? Extensively involved in designing the SSIS packages to export data from flat file source to SQL Server database.

? Extensively used CRM SDK and retrieved data from CRM using REST Endpoint with JavaScript and JQuery.

? Developed and did SharePoint Integration with Microsoft CRM to achieve specific client requirements.

? Developed external SQL reports in SSRS and deployed into MS CRM.

? Customized Sitemap for entity navigation and customized ISV file for custom menus.

? Team foundation Server (TFS) is used for collaboration and version control.

? Provided technical guidance to the team and participated in several sessions of code review.

? Assisted the team in basic testing and deployment of the solution.

Environment: MS Dynamic CRM 2016, 2015, 2013, Visual Studio 2013, SQL Server 2012, .NET 4.0, C#.Net, JavaScript, SSRS, SSIS, REST, SOAP, Web Services.

GRIP IT SOLUTIONS PVT LTD Aug2012 ? April 2014

Junior Software Engineer

GRIP IT SOLUTIONS PVT LTD, founded in 2008, is in technology & Quality assurance. It enables clients in more than eight countries to outperform the competition and stay ahead of the innovation curve. Provided enterprises with strategic insights on what lies ahead. It helps enterprises transform and thrive in a changing world through strategic consulting, operational leadership.

? The responsibilities were Project Management responsibilities such as creating a full project plan and contracts, management of resources, and day-to-day management of project schedule.

? Responsible for creating testing components for automated testing of the system perform analysis of business requirements and develop automated test cases and scripts participate in code and test planning, estimating, scheduling, implementation and code reviews.

? Perform exploratory testing to identify defects outside the formal test processes Implement strategies for maintenance and development of test specification Assist and support the testing team in handling day-to- day activities.

Environment: Oracle Database, Oracle SQL developer, Jenkins, Jira.

Education:

Bachelors in computer science from JNTU Hyderabad, Telangana, India - 2013

Masters in computer science from Northwestern Polytechnic University, California - 2015