B Narasimha Reddy

CRM TECHNO FUNCTIONAL CONSULTANT

Profile

- 5 years of IT experience, with 4.5+ years in Microsoft Dynamics CRM and 365.
- Expertise in MS Dynamics 365 Online, MS Dynamics 365 On-prem and CRM modules.
- Hands-on experience in Development/Support/Implementation projects
- Design and Implement business process flow and rules within D365 CE to streamline engagement process
- Skilled in Solution Management, Security Roles, and role-based customizations.
- Proficient in workflows, Model-driven and Canvas Apps, Power Automate.
- Knowledgeable in SharePoint-CRM integration.
- Experienced in JavaScript, C# .Net, ASP.Net, and responsive web design.
- Responsible for CRM customization and business requirements gathering.
- Involved in CRM implementation, training, and support.

Employment History

Techno Functional Consultant, Massil Technologies, Hyderabad

SEPTEMBER 2023 — PRESENT

PROJECT UNDERTAKEN:

Client: Saudi Post (On-site)

Project Name: Saudi Post Logistics.

Technology: MS Dynamics 365, Power automate, Web API, Java Script, Html.

Project Description:

SPL works on providing a modern and innovative package of postal and logistics services, enabling e-government programs and e-commerce apps through partnerships with the private and public sectors, developing e-government processes.

Roles & Responsibilities:

- Engage in advanced technical development, including creating custom entities, Java script web resources and basic plugins
- Customizing fields in MS Dynamics 365.
- Assigning and managing security roles for sales and finance team.
- Integrating custom web pages into CRM.
- Utilizing JavaScript for client-side scripting.
- Addressing issues and faults reported by users.
- Automating approval processes.
- Generating comprehensive reports.
- Creating and configuring system and custom entity views and forms.
- Creating Workflows for automate process.
- Managing web API interactions with CRM.
- Designing, developing, and deploying BI reports and dashboards.

Details

Hyderabad, India

9441352937

narasimhareddybathini7@gmail.com

Skills

Microsoft Dynamics CRM

HTML & CSS

SQL

Javascript

Languages

English

Hindi

Telugu

Software Engineer, Digi Propel India Pvt. Ltd., Hyderabad

CRM consultant, CL Infotech Pvt Ltd, Bangalore

PROJECTS UNDERTAKEN:

Project 1:

Client: Allways Health Partners

Project Name: Mass General Brigham Health Plan.

Technology: MS Dynamics 365, C#, Power automate, Canvas Apps, Web API, JS, Html5.

Project Description:

The Mass General Brigham Health Plan aims to elevate the quality of care while reducing costs for its members. This involves a coordinated approach to ensure timely diagnosis, prevent complications, and enhance patient outcomes. A key challenge was the fragmented customer relationship management setup, reliant on various isolated data sources and technologies. This was addressed by implementing Microsoft Dynamics 365, which streamlined the system for a more comprehensive understanding of member needs.

Roles & Responsibilities:

- Customized CRM solutions with forms, views, entities, and JavaScript.
- Worked on CRM Customization, Plugins, Workflows, and Security Roles.
- Used IDEs like Visual Studio and tools like XRM.
- Created and configured views and forms for system and custom entities.
- Employed WEB API in JavaScript and C#.
- Configured and bound data to virtual entities.
- Managed Editable sub-grids.
- Developed Web API for CRM data operations.
- Addressed application user issues.
- Designed and deployed BI Reports and Dashboards.

Project 2:

Project Name: Foresters Financial (Insurance)

Environment: Microsoft Dynamics CRM 2016

Project Description:

Foresters Financial implemented a system to track transactions such as insurance, deposits, bill payments, and money transfers. The system, integrating with MS CRM and SSIS packages, automates tax planning and retirement processes based on customer-selected products. It offers a comprehensive view of users' financial activities including credit lines and cash flows. The CRM application also sends reminders for payments and insurance, and generates reports for management. This setup enhances operational efficiency and customer service in financial management.

Roles &Responsibilities:

- Participated in automating the approval process.
- Configure and manage entities, forms, views, dashboards to optimize user experience and data representation
- Involved in report generation.
- Utilized Business Rules, Dialog, and Quick Forms.
- Addressed issues and faults reported by users.
- Gained experience in Ribbon Customization.
- Worked with APIs for custom actions.
- Skilled in using XRM Tool Box and CRM Rest Builder.
- Applied client-side scripting in JavaScript for data validation.
- Managed the export and import of CRM templates.
- Engaged in configuring security roles.

Education

M.Tech (CSE), Visvesvaraya College of Engineering and Technology,
JANUARY 2017

Bachelor of Technology, Sri Indu College of Engineering and Technology,
JANUARY 2015