**Sourabh Ostwal**

**Mobile:** (+91) 9404816161

**Email: sourabhostwal99@gmail.com**

**Summary**

* Total 3+ years of experience in IT Services Industry.
* Worked on Microsoft Dynamics 365 and Support.
* Have experience in Sales, Service and Customization module.
* Have experience in Support for Dynamic 365 Projects.
* Hands on experience on:
  + Configuring Security roles, Business units, Team, Field security profiles.
  + Customizations like Entities, Forms, Views, Fields and Entity relationships.
  + In extending CRM functionality using work flows.
  + Ribbon and Site map customizations.
* Proficient in configuring Charts, Dashboards, Reports.
* Handling the customer’s requirements, Understanding the business issues and providing the solution for the same.
* Possess basic knowledge on Power-BI and Javascript.

**Qualification:**

* February 2018- November 2018: CDAC from MET, Bandra, Mumbai.
* July 2013- July 2017: Bachelor of Computer Engineering from Sinhgad Institute of Technology, Lonawala.
* May 2013: HSC (Nashik Board) from Z.B.PATIL, Dhule .
* June 2011: SSC (Nashik Board) from Canossa Convent High School, Dhule.

**Technical Skills:**

Languages: JavaScript.

Software Package Dynamics 365: Customizations: Working with fields creation, form designing, Sub-grids, dashboards, workflows, Ribbon Customizations, Field Level Security, Relationships, Form Customizations, Security Roles, Solutions, Duplicate Detection Rules, Email Configuration.

**Work Experience:**

**Current Employer**: Intellika Technologies Pvt. Ltd. , Mumbai.

**Designation:** CRM Consultant

**Period:** 19th November 2018 to 9th October 2020

**Project Description**:

**1. *Project:* Groceries Products sales B2B**

# Roles and Responsibilities: CRM Consultant

* Working with fields creation, form designing, Sub-grids, dashboards, workflows, Ribbon Customizations, Field Level Security, Relationships, Form Customizations, Security Roles, Solutions, Duplicate Detection Rules, Email Configuration.
* Support for implemented Dynamics 365

**2. *Project:* Real Estate**

# Roles and Responsibilities: CRM Consultant

* Interaction with Client
* Support for implemented CRM Dynamics 365.
* Data Mapping

**3. Project : Tours & Travels**

# Roles and Responsibilities: CRM Consultant

* Working with fields creation, form designing, Sub-grids.
* Support for implemented Dynamics 365
* Testing

**4. Project : Logistics**

# Roles and Responsibilities: CRM Consultant

* Support for implemented Dynamics 365

**Current Employer**: Sonata Software, Hyderabad.

**Designation:** CRM Consultant

**Period:** 19th March 2021 to 31st December 2022

**Project Description**:

**1. *Project:* Global Microsoft projects (Medical)**

# Roles and Responsibilities: CRM Consultant and Support

* Working with customer’s deployment, changes required for new development.
* Support for implemented Dynamics 365

**2. *Project:* Microsoft Project (Educational Organization)**

# Roles and Responsibilities: CRM Consultant and Support

* Working with fields creation, form designing, Sub-grids, deployment with other product group and support.
* Support for implemented Dynamics 365

1. **Project: Global Tours & Travels**

# Roles and Responsibilities: CRM Consultant and Support

* Working with Workflows, Business Rules and all other OOB functionalities.
* Support for implemented Dynamics 365
* Testing

**Overall Responsibilities:**

* Handle the client support related issues.
* Create new Entities, Form Design, Workflows, Data Import, as per requirements.
* Requirement Analysis.
* Create Provide all OOB application support as per requirements.
* Create users and assignment of security roles.

**Personal Details:**

Name : Sourabh N Ostwal

Date of Birth : 09 September 1995

Gender : Male

Status : Married

Passport Number : Z5005745

Permanent Address : Flat No C-702. Nisarg Kiran, Near Tambe Highschool, Rahatni - 411027

Current Address : Flat No C-702. Nisarg Kiran, Near Tambe Highschool, Rahatni - 411027

Contact No : +91 9404816161

Language Known : English, Hindi, Marathi