Name: Ratna
Mobile: +91- 9032965779
E-Mail: ratnakrk1520@gmail.com

PROFESSIONAL EXPERIENCE

➢ Having Total **4+ years of experience on IT and relevant 4.3 years o**f work experience on Microsoft Dynamic CRM 2016, **Microsoft Dynamics 365.**
➢ Good experience in **full life-cycle development using Object Oriented Programming concepts.**
➢ Experience with **Microsoft Dynamics 2016 and D365 Online**.
➢ Good experience on **Sales and Service Module.**
➢ Strong understanding of the software development lifecycle **(SDLC)** and of Quality assurance techniques using source code control repositories, debugging, and testing experience.
➢ A versatile, **highly motivated, dynamic professional** and working with all aspects of projects development life cycle.
➢ Customization and Configuration of **MS Dynamics CRM, Creating Custom entities, form, and View Design.**
➢ Experience in **Design, customization, implementation, and deployment of Microsoft Dynamics CRM 365**
➢ Having Good experience in **Sales and Service Modules.**
➢ Good experience in **Creation of managed and Unmanaged Solutions.**
➢ Managing and designing **CRM Security roles and users.**
➢ Good Knowledge of **PowerApps and Power Automate**.
➢ Experience in working with complex **Plugins, custom workflow activities, JavaScript, and Power Automate flows.**
➢ A team player with **strong communication and analytical skills.**
➢ Interacting with client to **identify the key requirement and providing solutions.**

EDUCATION QUALIFICATION

➢ MCA from JNTU Hyderabad.

TECHNICAL SKILLS

Technology	Microsoft Dynamics CRM 2016, D365
Web Technologies	C#.Net
Scripting Languages	Java Script, HTML
Tools	Visual Studio 2019
Customization Tools	Ribbon Work Bench, Plugin Registration Tool, CRM Rest builder

COMPANY PROFILE

▪ Working at **LTI Mindtree.,** as a Consultant From January 2020 to till date

PROJECTS DETAILS
Project 1
Project   :   **Pred Protect**
Team Size   :   **19**
Role   :   **Software Developer**
Environment   :   **MS Dynamics CRM 365, PowerApps, Power Automate Flows.**

Description:
Pred Protect helps to simplifies the process and reduce costs by performing a detailed analysis on every loan, identifying violations instantly, and displaying pass/fail indictors for quick review. A First American Mortgage Solutions exclusive, the points & fees drilldown feature allows users to quickly identify fees that need attention. Clear and concise descriptions of the applicable laws, written in plain English, make the analysis easy to understand. The report provides written proof of compliance that can be placed in the loan file. Pred Protect also offers flexible, loan-level user controls to promote smooth workflows.

Role and Responsibilities:

➢ Developing custom plug-ins, workflow activities.
➢ Writing custom plug-in
➢ Involved in custom workflow activity.
➢ Register a plug-in using the Plug-in Registration Tool
➢ Register a service endpoint step for an event.
➢ Creating Microsoft flows for sending data and notifications.
➢ Involved in custom data providers in virtual entity data source providers.
➢ Using SDK classes, properties for in plug in development.
➢ Adding components to the form designer.
➢ Experienced on writing Java script validations as per business requirement.

Project 2
Project   :   **Capital Foods CRM Implementation**
Team Size   :   **15**
Role   :   **Software Developer**
Environment   :   **MS Dynamics CRM 365, PowerApps, Power Automate Flows.**

Description:
Capital Foods Private Limited was developed on Microsoft Dynamics 365 for Customer Service Platform. In situations of any complaints to be registered by the channel partners, they give a missed call on CFPL's registered Toll-free number. These missed calls are then responded by the call center agents. These complaints or issues are currently maintained outside the system in an Excel and are under automation process. The cases are then communicated to the respective sales users through email or phone call by the respective service managers at call center.

Role and Responsibilities:

➤ Creation of Entities, Views, Business Rules, Security Roles, Dashboard and Workflows.
➤ Creating ribbon buttons and hiding buttons based on roles.
➤ Involved in creating business process flows and validating stages based on requirement.
➤ Modified the security role and view as per required.
➤ Configure new CRM Entities, Custom attributes and Forms to support changing business needs.
➤ Design and developed JavaScript based on Client requirements.
Resolved Low level bugs.

Project 3

Project   : **Global CRM**
Team Size   : **9**
Environment   : **MS CRM D365, C#.NET**
Role   : **Software Developer**

Description:

Global CRM is the managed solution for all the CRM applications. Client's Asset Management has several instances for MSCRM America, Singapore, Switzerland which will be replaced with one instance and serve all the other regions.

Roles & Responsibilities:

➤ Involved in mapping customer requirements to Microsoft Dynamics CRM.
➤ Developed Workflows and Plug-in's to automate the business processes.
➤ Configured workflows and business rules.
➤ Worked on JavaScript Web resources to client-side validations.
➤ Involved in export and import solutions from different environments.
➤ Working on teams, access teams and field level security.
➤ Worked on site map customization.
➤ Worked on ribbon workbench and used enable rule and display rules.

DECLARATION:

I hereby declare that the above information and particulars are true to the best of my personal knowledge and belief.

Ratna