

MS Dynamics 365 CRM

Indrajit Biswas

Emailid: indrajit.biswas1234@gmail.com

Phone no: 8981311578



Industries

- Oil & Natural Gas
- Engineering Support
- IT & Technology service
- Customer Service
- Jewelry Industry

Experience:

Present working on IBM PVT LTD

Past working on NIMBUS SYSTEMS PVT LTD.(August 2022 to March 2023)

Past working for TRIDENT INFORMATION SYSTEM PVT LTD. (October2021 August 2022)

Past working for 'Acxiom Consulting Pvt Ltd. Designation: Associate Technical Consultant. (Oct 2018 to 2021 Oct).

Past working for 'Dynamics Finer InfoSolutions Pvt Ltd. Designation: Associate Technical Consultant (Dec 2016 to 2018 Oct) 1 Years 9 Month.

Past working for 'Decode Technologies'. Designation: Software developer (September 2013 to Dec 2016) 3 Years 3 Month Experience.

Professional Brief of the Profile

- 9+ years of professional experience as Technical Consultant in ASP.NET, C#, SQL SERVER,Microsoft Dynamics 365 CRM.
- Data integration from DB to CRM and CRM to DB.
- Experience in Plugin Create, Registration and testing.
- Analysis, Coding and Debugging. Build stored procedure and Database for the application. Data base maintenance in SQL Server. Generating test documents and test data for Testing.
- Workflow & Business logic writing, Custom Workflows, Business Rule, JavaScript (Using CRMSoap service and ODATA), Site Map, Web Resources, Create Solutions.
- Expertise in Creating solution, Import solution and export solutions.
- Customize application (Asp.net, C#, Sql Server) which are enterprise solutions for medium andlarge organizations.
- Expertise in SSRS report development, Plugins registration and testing, Workflow write.
- Experience in Paytm integration with Custom Portal.
- Power App Creation with CDS and CRM (Store audit app).
- Using SSIS package from data fetch Oracle to SQL Server.

Current Roles and Responsibilities

- Involved in Paytm integration with Custom Portal.
- Data integration from DB to CRM and CRM to DB.
- Plugin Create, Registration and testing.
- Workflow & Business logic writing.
- Custom Workflow.
- Business Rule.
- JavaScript (Using CRM Soap service and ODATA).
- Sitemap, Web Resources, Create Solutions.
- Create solution, import solution, and export solutions.
- Customize application (Asp.net, C#, Sql Server) which are enterprise solutions for medium and large organizations.
- SSRS report development, Plugins registration and testing, Workflow write.
- Taking care of client's delivery and customer relationship management.

Key Skills

- Microsoft Dynamics 365 CRM
- ASP.NET (C#)
- SQL SERVER
- API
- WPF
- SSIS Package
- SSRS Report
- Microsoft PowerApps

Education and Certification

- B. Tech in (CSE) from WBUT in 2012

Achievement:

- **MB-910: Microsoft Dynamics365 Fundamentals (CRM)**
- **PL-400: Microsoft Power Platform Developer**
- **MB-210 : Microsoft Sales Fundamentals**
- **AZ- 900 : Microsoft Azure Fundamentals**

Projects 01: Canadian oil company

Product/Technology: MS Dynamics CRM, Version 9.2. We have developed Sales module here.

Role: MS Dynamics CRM Developer

Project Brief: Canadian integrated energy company based in Calgary, Alberta. This company 48th-largest public company in the world.

Responsibilities:

- Developed Integration by Power Automate Flow.
- Developed SSRS Report.
- Auto mail through scheduling.
- Scripting for client-side validation.
- Custom workflows
- Integrated Power apps to Powerautomate flow to CRM.
- Solution Export and Import.
- Data fetch from AZURE SQL using Power Automate Flow and shown to CRM.

Projects 02: Oil Trading Industry (Ethiopia)

Product/Technology: MS Dynamics CRM, Version 1612 (9.0.21.8) (DB 9.0.21.8) on-premises. We have developed Sales, Service and Marketing module here.

Role: MS Dynamics CRM Developer

Project Brief:

It is the first indigenous major oil marketer of petroleum products with a wide network of modern service stations strategically located across the country.

Responsibilities:

- Developed various types of plugins for create, update, delete operation.
- Developed Approval and disapproval process for quotation.
- Developed Remarks process in case of multiple times disapproval process.

- Auto mail trough scheduling.
- Scripting for client-side validation.
- Custom workflows
- Integration with Dynamics Finance & Operation and data syncing on schedule and on demand basis.
- Solution Export and Import.

Projects 03: IT & Technology service Industry (Delhi, India)

Product/Technology: Microsoft Dynamics® CRM 2016, version (8.0.0.1088) (DB 8.0.0.1088) on-premises.

Role: MS Dynamics CRM Developer

Project Brief:

We have developed Service module and integrated the system with Custom portal designed and developed by our team. Where users from various company log their issue and able to see operation progresses on portal only.

Responsibilities:

- Custom helpdesk portal development using ASP .net technology.
- Integrate Custom portal with Dynamics CRM
- Real time syncing of data from portal to CRM and status back on portal for customer's view
- SSRS report on dynamics CRM
- Custom API development and test through postman application.

- Plugins writing through C# code and register plugins.
- Custom action building and passing dynamic value through action
- Publishing custom portal on IIS.

Projects 04: Jewelry Industry (PAN India basis)

Product/Technology: Dynamics 365 CRM, PowerApps, Integration between PowerApps and CRM, Integration Between CRM and F&O, Integration of Custom portal.

Role: Dynamics 365 CE developer.

Project Brief:

It is a company which is a designer and manufacturer of gold, silver, and diamond ornaments. We have developed Sales and Service module here. Here we have developed Scheme Opening and monthly online EMI payment custom module. Store Audit custom module. Survey Custom module. Feedback Custom module. Online customer registration. Integration with Dynamics 365 F&O. Integration with custom portal.

Responsibilities:

- Customer service portal Using ASP .net technology.
- Integration of customer service portal with Dynamics 365 CE using default API of dynamics (SOAP API)
- 3rd party loyalty point integration using external API and sync OnDemand basis
- Mobile application development using PowerApps
- Store audit Custom module development on Dynamics 365 CE using model driven app
- Scheme process development along with new customer registration page
- Payment gateway integration for scheme
- Payment gateway log management
- Plugins using C# code
- Business rules
- Custom workflows

Projects 05: Engineering Support (Kolkata)

Product/Technology: Dynamics 365 CRM

Role: Technical developments

Project Brief:

This project was for an Engineering service Industry. We have developed Marketing, Sales, Service module and Integration with SAP B1.

Responsibilities:

- Plugins using C# code
- Business rules
- Custom workflows
- Custom API development and test using postman.
- Publishing API and getting data on schedule basis
- Custom Action writing using C# and base feature.
- Client-side validation using JS.
- Solution deployment.

Projects 06: Online Examination System (Kolkata)

Product/Technology: Visual Studio 2010, .Net Framework 4.0, SQL Server 2008, LINQ,Entity Framework

Role: Technical developments

Project Brief:

There are two modules, Admin and Candidate. In admin module,admin can schedule the Examination and set the question for this examination. Admin can generate the mark sheet of any candidate or multiple candidates.

In candidate module, candidate can login through their id and password which was supplied by Admin. Examination will be start inexact date, and will be finished automatically as per scheduled time

Projects 07: E-Commerce (Kolkata)

Product/Technology: Visual Studio 2015, .Net Framework 6.2, SQL Server 2018, LINQ,Entity Framework

Role: Technical developments

Project Brief:

There are two modules, Admin and User. In admin module,admin can store the products with their categories and sub- categories. Admin can set the product for offer. In user module, user can search products, as per their requirementslike, Product name, product category, product sub-category, Price range, offer etc.

Languages Known: English, Bengali, Hindi

Personal Details

Date of Birth: 13th July, 1989

Sex: Male

Marital Status: Unmarried

Nationality: Indian

Permanent Address: Vill: Chandua, PO- Kanchrapara, Dist: 24 Pgs(N), PIN-743145.

Declaration

I hereby declare that the information furnished above are truly correct and subject to verification by concerned authority.

Place: Kolkata , India

Date:

INDRAJIT BISWAS