

Anand Prakash Shukla

Senior Associate Technology

prakash.anandshukla@gmail.com

+917755888572

Experience summary

I have 7.6 Years of extensive hands on experience in Microsoft Dynamics CRM 365/2015/2013/2011 Customization and Implementation, C#, Asp.Net with SQL Server, JavaScript, Window Service, jQuery.

Key Competencies

MS Dynamic CRM 365, MS Dynamic CRM 2016, MS Dynamic CRM 2015, MS Dynamic CRM 2013, MS Dynamic CRM 2011, C#, ASP.net., Plugins, Custom Workflow, JavaScript, Outlook Customization, ODATA, REST, MS SQL Server, Window Services, Web API.

Salesforce Integration with MS Dynamics CRM

Box.com Integration with MS Dynamics CRM

MS NAV Integration with MS Dynamics CRM

Website Integration with MS Dynamics CRM

LinkedIn Integration with MS Dynamics CRM

Window Application/ Batch Job with Dynamics CRM

Compression of Attachments in MS Dynamics CRM

Yakeen Integration with MS Dynamics CRM

ITSM Integration with MS Dynamics CRM

Professional Experience & Summary

Organization: IBM India Pvt Ltd

Designation: Team Lead

Duration: (September 2018 – till Present)

Organization: Nagarro

Designation: Senior CRM Technical Consultant

Duration: (May 2017 – September 2018)

Organization: NIIT Technologies Pvt Ltd.

Designation: Senior CRM Technical Consultant

Duration: (April 2016 – April 2017)

Organization: NETSMARTZ LLC

Designation: Senior CRM Technical Consultant

Duration: 7 months (18 April 2016 – October 2016)

Organization: XRM Labs Pvt. Ltd

Designation: CRM Technical Consultant

Duration: 3.3 years (21 Feb 2013 – 15 April 2016)

Skill Set

CRM Versions	Dynamics CRM 365/2016/2015/2013/2011
Dynamics CRM Key Areas	Entity Customization and Configuration, Plugin, Custom Workflows, Ribbon, Sitemap, Solution.
Web Technologies	Asp.Net, Html, JavaScript, jQuery
Desktop Technologies	Window Services
Integration	SharePoint, Box.Com, MS Dynamics NAV, Website, FTP automation with CRM.
Programming and scripting languages	C#, C, SQL
Frameworks, tools, and libraries.	.Net Framework 3.5, .Net Framework 4.0, Visual Studio, Tortoise SVN, TFS, SQL Server 2005, SQL Server 2008, SSRS Reports, JIRA, XRM Service Toolkit

Certification

- MB2-716 Microsoft Dynamics 365 Customization and Configuration.
- MB-200 Microsoft Power Platform + Dynamics 365 Core.

Education

- B.Tech (IT), Sagar Institute of technology & Management, Barabanki, India.
- Intermediate St. Xavier's Inter College, Bakhshi Ka Talab, India.
- High School St. Xavier's Inter College, Bakhshi Ka Talab, India.

Honors and awards

- Among Top 3 students in Information Technology in our college.
- Participated in Softy software and won Second prize in February 2011.
- Participated in Big Symbol competition and won First prize in February 2010
- Represented as coordinator of Tilism (Online Quiz) in the year 2011

Recent projects

CIB Implementation for FAB Bank based on Dubai & ABU Dhabi.

Client	First Abu Dhabi Bank (FAB)
Project Role	Project Management & Integration Architect
Responsibilities	Responsible for requirement gathering from client and Integrated MS Dynamics CRM with ITSM and Lighthouse for registration of complaints from ITSM. Integrated MS Dynamics CRM with Lighthouse.
Platforms used	MS Dynamics CRM 365 v9.2, Plugins, ITSM, Lighthouse, Visual Studio, JavaScript, jQuery, Web resource, Web API

Customer Onboarding Process for FAB Bank based on Dubai & ABU Dhabi

Client	First Abu Dhabi Bank (FAB)
Project Role	Team Lead
Responsibilities	Responsible for implementing customer onboarding process for Bank. In this project I was handling this project and Implemented and deployed CRM. Integrated Dynamics CRM with DDP and Data Power, Mobile Application and Portal.

Platforms used	MS Dynamics CRM 365 v9.0, DDP, Data Power, Portal implementation, Plugins at .Net Framework 4.0, Visual Studio, JavaScript, jQuery, Web resource, SSRS Report, Jira
-----------------------	---

Insurance Project for ASSURANT based on USA.

Client	Assurant INC
Project Role	Team Lead
Responsibilities	Responsible for fetching data from different environment using Web API. Responsible for implementing client's requirement to Dynamics CRM. Analysis of requirement, Impact of new change in existing system, Written Plugins and custom workflow to implement business logic. Added Custom entities, Customized ribbon of entities and sitemap. Responsible for implementing various custom functionality using web resources.
Platforms used	MS Dynamics CRM 365, Plugins, Visual Studio, JavaScript, jQuery, Web resource, Web API

Interpretation Translation Project for Client SALITA based on Norway

Client	SALITA
Project Role	Senior CRM Technical Consultant
Responsibilities	Responsible for implementing client's requirement to Dynamics CRM. Written Plugins and custom workflow to implement business logic. Added Custom entities, Customized ribbon of entities and sitemap. In this Project, we have used Agile methodologies to track the health of project.
Platforms used	MS Dynamics CRM 2016, Plugins at .Net Framework 4.0, Visual Studio, JavaScript, jQuery, Web resource, SSRS Report, Jira

Data Migration and CRM Implementation for OOSHA based on UK

Client	OOSHA
Project Role	Senior CRM Technical Consultant
Project overview	Worked as a developer in this project for creating an import service to import products to MS CRM automatically. This project was executed for a UK based client. Client has nearly 10 lakh products. They purchase products from a third

	<p>party. This third party is responsible for providing price list for the product's every day.</p> <p>Our client could not manually update the piece list for such a large database every day. It was physically impossible. Unfortunately, the end clients when faced with discrepancies and unreliable price list were fast losing confidence in our client company.</p> <p>Our solution comprised of a service that maintained product related information like price, distributor, availability etc. To resolve this problem, I have created a service and hosted to the server of client. This service ran once every day and imported the fresh price list into our client's system</p>
Responsibilities	<p>CRM Plugins.</p> <p>Window Service for Import Process</p> <p>MSCRM SDK 2013</p> <p>Custom workflows</p>
Platforms used	<p>MS Dynamics CRM 2015, Plugins at .Net Framework 4.0, Visual Studio, JavaScript, jQuery, Web resource, Jira, Window Service</p>

Project for financial firm UK

Client	Candy Coin
Project Role	MS CRM Technical Consultant
Project overview	<p>Worked as lead developer to automate the process of creation of payments for loan. I have work for client based on UK used to provide loan to their customers from \$100-\$500. Client had nearly 500 customers and every customer made payment for Loan weekly/fortnightly/monthly. They were facing problem in creating payments for loan according to their payment ode (weekly/fortnightly/monthly). To resolve this problem, we created a windows service that fires once in every 24 hours and creates payment for those loans whose next payment date is today.</p>
Responsibilities	<p>Responsible for planning and designing solution.</p> <p>Written Plugins and custom workflow.</p> <p>Added Custom Entities and customized out of box entities.</p> <p>Written Window service and hosted to client's server.</p> <p>Responsible for SSRS Reports</p>
Platforms used	<p>MS Dynamics CRM 2013, Plugins at .Net Framework 3.5, Visual Studio, JavaScript, jQuery, Web resource, SQL Server 2008</p>

Declaration:

I hereby declare that all the above furnished information is true to the best of my knowledge and will be substantiated by relevant documents in original when called for.

Place (Gurugram)

(ANAND PRAKASH SHUKLA)