**RICHA GAUTAM**

**PERMANENT ADDRESS**

**Trehan Hill View Garden,**

**Bhiwadi,Rajasthan**

Mob: - +91-8302736988

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## CAREER OBJECTIVE

To get an opportunity to perform to the best of my engineering skill, my teamwork spirit, my capability to work on higher challenges, and lastly, to demonstrate my winning attitude, thus contributing significantly to the organization.

**PROFESSIONAL EXPERIENCE**

**Microsoft CRM Technical Consultant in DYNATECH SYSTEMS PVT LTD, GUJARAT [Oct 2020 to Till now]**

**Key Roles and Responsibilities**

* **I am working on Microsoft CRM D365 latest version 9.0.**
* **Experience in customizations, JavaScript, C#, .NET, HTML and SQL Server, including plugins, scripting and form creation, Power apps, Data verse, Power Automation, Business rules, workflow.**
* Developed custom plugins and workflows to extend the functionality of CRM.
* Experience of having worked on Modern Driven App.
* Defines application components, platforms, interfaces, and development tools.
* I have a strong background is the planning, designing, installing, configuring, and customizing of Dynamics CRM solutions, following best practices of the platform.
* Dynamics CRM entities, workflows, configurations, customization development Plug-in, custom workflows, Java scripts, and web resources.
* Defines application components, platforms, interfaces, and development tools
* Created and maintained reports using SQL Server Reporting Services (SSRS)
* Conducted training sessions for clients' end-users to ensure they could effectively use the CRM system.
* Worked with clients to understand their business requirements and developed CRM solutions to meet their needs.
* Worked with offshore development teams to deliver projects on time and within budget.

**PROJECT CLIENT REPORT - SALES MODULE**

 I have worked on several projects for clients across different industries. Here are some of the projects I have worked on specifically related to the sales module:

❖ **PROJECT 1 : PILGRIM (MYHORIZON).**

* **Duration of Project : 8 months**

❖ Role & Responsibilities: Customization of Dynamics 365 Sales for a Retail Company

❖ Project Description: The client wanted to customize the Dynamics 365 Sales module to match their unique sales processes. I worked with the client's sales team to understand their requirements and created custom entities, fields, and forms in Dynamics 365 to match their needs. I also developed custom workflows to automate their sales processes and created custom reports using SSRS. The project involved training the client's end-users to ensure they could effectively use the customized sales module.

❖ **PROJECT 2: CUSTOMIZATION OF SALES MODULE FOR RETAIL COMPANY.**

* **Duration of Project : 12 months**

❖ Role & Responsibilities Upgrade from Dynamics CRM 2015 to Dynamics 365 for a Retail Company.

❖ Project Description: The client was using a third-party application for their accounting processes and wanted to integrate it with Dynamics 365 to improve their financial reporting. I worked with the client's IT team to develop a custom integration using Web Services and REST API. I created custom entities and attributes in Dynamics 365 to match the data in the third-party application. The project also involved configuring security roles and permissions and testing the integration to ensure data consistency between the two systems.

 The client was using Dynamics CRM 2015 and wanted to upgrade to Dynamics 365 to take advantage of the new features and functionalities. I worked with the client's IT team to plan and execute the upgrade, which involved data migration, customization, and configuration. I also conducted testing to ensure the new system was functioning as expected. The project also involved training the client's end-users on the new features and functionalities of Dynamics 365.

**❖ PROJECT 3 : EMPLOYEE ONBOARDING PORTAL.**

* **Duration of Project : Continued**

❖ Role & Responsibilities: Dynamics 365 Sales Module for a Technology Company

❖ Project Description: The client wanted to streamline their sales and marketing processes and improve their lead management system. I worked with the client's team to understand their requirements and customized Dynamics 365 Sales and Marketing to meet their needs. I created custom fields and forms, configured workflows and processes, and developed custom reports using SSRS. The project also involved data migration from the client's legacy system to Dynamics 365 using the Data Import Wizard and SSIS. I provided training to the client's end-users to ensure they could effectively use the new system.

**ASSISTANT PROFESSOR MITRC, ALWAR, RAJASTHAN [July 2018 to June 2020]**

**Key Roles and Responsibilities**

* Responsible for complete ownership of all the student research projects on time & meet all deadlines. Actively identified further training requirements for myself, the team & students
* Mentoring students to develop their weak areas into strong areas behavioral& professional wise both Responsible to follow and maintain functional area etiquette& professionalism in any case.
* Responsible for all completion stages of various projects documented so that the next student groups learn from these stages and improve their accuracy. Assist and support senior professor in day-to-day related activities and functions.

**.Net Developer in TEAMWORQ SOLUTION PVT LTD New Delhi [September 2014 to November 2015]**

**Key Roles and Responsibilities**:

* Participate in requirements analysis
* Collaborate with internal teams to produce software design and architecture
* Write clean, scalable code using .NET programming languages. Test and deploy applications and systems
* Revise, update, refactor and debug code. Improve existing software
* Develop documentation throughout the software development life cycle (SDLC)
* Serve as an expert on applications and provide technical support.
* Proven experience as a .NET Developer or Application Developer
* Familiarity with the ASP.NET framework, SQL Server and design/architectural patterns (e.g. Model-View-Controller (MVC))
* Knowledge of at least one of the .NET languages (e.g. C#, Visual Basic .NET) and HTML5/CSS3

**Junior.Net Developer in SOFTECH SOLUTION PVT LTD Nagpur,Maharastra [September 2012 to November 2013]**

**Key Roles and Responsibilities**:

* Develop and maintain software applications using .Net framework.
* Work with other developers to design, develop, and test software solutions.
* Collaborate with project managers, business analysts, and stakeholders to understand requirements and develop technical solutions.
* Write clean, efficient, and well-documented code using best practices.
* Debug and troubleshoot issues with software applications.
* Stay up-to-date with the latest .Net technologies and trends.
* Participate in code reviews to ensure quality and consistency.
* Contribute to the development of technical documentation and user manuals.
* Work effectively in a team environment, and communicate with colleagues and stakeholders effectively.
* Assist with the implementation and maintenance of software systems.
* Support the maintenance of existing software applications.
* Collaborate with QA team to ensure software quality.
* Develop and execute unit tests to ensure code quality and coverage.
* Assist with the implementation of software security measures.
* Work on multiple projects simultaneously.

**PROJECTS DURING B.E.PROGRAM**

* **Century Pulp and Paper**: Application will be Web Based (Browser Based).Application requires candidate Employee Record management,Intranet,complaint Management; Sales order Processing &, Guest House Booking. There will be separate Control Panel for recruiting Head, Recruits Recruiters, Sales admin (Super user).In case of User client there are see all detail

**Emergency Response System:** Through this project is restricted to bring the Home ERS into action these can be different faces of ERS on prevention and re-medical grounds An attempt to throw light on them Mass campaign of the ERS is required to take it to every door step, tracing to citizen to get through the time of the crisis. Disaster management technique can be developed. The ERS rescue team can be interacted as in integral part of the event management in view of mishaps at public gathering. Hazards never knock the door. But we can certainly ring a bell for help.Quick action to save the life.

**TECHNICAL SKILLS**

* Accountability, Ownership & Planning
* **Programming and Scripting: .NET technology, SQL Server, Power apps, Power Automate, Java Script, Web resources, Plugins, Customization, Data verse, CSS, XML,HTML,LINQ, JavaScript, AJAX, Entity framework .**
* Database: Microsoft SQL Server 2008/2012/2015
* Cloud Computing (Amazon web services): EC2, Private Cloud, IAM, VMware, VPC, Load Balancer, Route53

**ACADEMIC QUALIFICATION**

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| --- | --- | --- | --- | --- |
| **Courses** | **Board/University** | **Year of Passing** | **Percentage****/CGPA** | **Division** |
| M-Tech in CSE | RGPV, Bhopal,(M.P.) | 2018 | 7.81 CGPA | First with Honors |
| B.E in IT | RGPV, Bhopal,(M.P.) | 2011 | 70.16 % | First |
| Polytechnic Diploma in IT | RGPV, Bhopal,(M.P.) | 2007 | 68.75 % | First |

 **DISSERTATION REPORT URING IN M.TECH**

Dissertation topic: “**AES Encryption and Hashing Data Security on Amazon Web Services”** project under take new techniques for secure data in Cloud Computing.

Duration: 18 months

Result: Successfully implemented and submitted a report on two new techniques **IAM (Identity Access Management) & MFA (Multi-Factor Authentication).**

**MY PUBLICATIONS**

* Richa Gautam, Madhukar Dubey, and Vivek Jain “AES Encryption and Hashing used for data Web Service” Journal of web Engineering & technology, ISSN2455-188 0, Volume 4, Issue 2017.
* Richa Gautam, Madhukar Dubey, and Vivek Jain “AES Encryption and hashing used for Data security on Amazon Web Service” IJAER S, ISSN2448-4470, Volume 4, ISSUE1 OCTOBER 2017.

**TRAINING & CERTIFICATION**

Ducat Pvt. Ltd. Gurgaon (Haryana) 1st April 2017 30 May 2017.Learned about **Cloud Computing Amazon Web Service** (AWS)

**PERSONAL PROFILE**

Spouse name Neeraj Kumar

Marital status Married

Date of birth 19 /02/1990

Language Known English, Hindi

Nationality Indian

**DECLARATION**

I hereby solemnly affirm that the above knowledge is true to the best of my knowledge and understanding.

DATE: ------/----/------ Yours Faithfully

PLACE (RICHA GAUTAM)