K Ram Mohan
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Career Objectives:

- To secure a challenging position in a reputable organization to utilize my IT experience to support company growth through innovation and efficiency.
- Seeking to apply my skills in IT to enhance operations, contribute to company success, and pursue opportunities for personal growth and career advancement.

Professional Summary

I have a total of **6.2 Years** of experience as a Technical Consultant and have **5.2 years experience** in **Microsoft Dynamics CRM 2015/2016/Dynamic 365** end to end development.

- Experience in developing complex applications on Microsoft Dynamics CRM platform with customization of entities, writing client-side JavaScript.
- Experience in Microsoft Dynamics CRM 2013/2015/2016/Dynamic 365 online & on premise.
- Experience with Object-Oriented programming and C#.
- Extensively worked on custom workflows and plugins.
- Involved in creating ribbon buttons and hiding buttons based on roles and field values.
- Development experience on the User Interface using HTML, CSS, JavaScript.
- Redesigned and configured the Organization structure, Teams, User roles and Permission within CRM.
- Written soap and rest queries based on requirement.
- Informative dashboards/custom reports depicting actionable insights for top level management.
- Worked on goal management, service scheduling, rollup and calculated fields.
- Experience on Forms, Ribbons, Workflows, Plug-in & Reports.
- Worked on Sitemap Editor using XRMTOOLBOX.
- Developed and modified various types of reports (Fetch Xml, SQL) using SSRS (Business intelligence development studio).
- Ability to work in both team environment as well as Independent.

Experience:

- Working as CRM Technical Consultant with **SMG Infotech Private** from March 2018 to till date.

Educational Profile:

- Completed my **Bachelor of Science at Sri Krishnadevaraya University Anantapur, Andhra Pradesh in 2012.**

- Completed my **Master's in Business Administration in JNTUA, Andhra Pradesh in 2014.**

Technical Skills

Language	:	C#, JavaScript, HTML
Microsoft Dynamics	:	Microsoft Dynamics CRM 2015,2016 and Dynamic 365
Web Tech	:	ASP.NET, HTML, XML and ODATA
Web Server	:	Microsoft IIS 7.0 and 8.0

Project Profile:

Project# 1: **Service Delivery Platform (SDP)**

Client	:	**MTN, South Africa**
Role	:	Support/Developer
Duration	:	Sep 2018 to Oct 2021.
Technologies	:	Dynamics 365, Microsoft Visual Studio 2019.

Project Description:

- Service Delivery Platform, which mainly comprises of Digital VAS Services and Mobile Money Services where 3PPs will make use of SDP Platform to make E2E Transactions such as Activation/Deactivation/ Renewal and Charging.
- MTN Using D365 Application to handle the customer's data used for Sales, Marketing and Service Module.
- Integration with various Third-Party Interfaces and provide the Connectivity and Access to various Bill Payment API like Ericsson Convergent Wallet, IN (Intelligent Network), AIR, SMSC, USSD.

Responsibilities:

- Working on user stories assigned to me for the current sprint.
- Business Rules and OOB workflows and CRM customizations to build CRM environment.
- Worked on ribbon work bench and site map customizations as per the requirements.
- Involved in ribbon customization using ribbon workbench.
- Created a custom button to duplicate the record with same attributes of existing record.
- Clearly and regularly communicate with management and technical support colleagues
- Collaborated with team members and client during SIT and UAT.
- Used java script to perform Client-Side validations.
- Developed weekly scheduler to close the old records.
- Worked on Power Auto Mate flows to notify the dynamics record status to the owner of the record.
- Developed a scheduled flow to send consolidated List of records to concern team or user which Action to be taken.
- Integrated with team to notify user when @mentioned in social pane post.
- Worked on Plugins & Custom workflows.
- Created Quick View Forms, these help users to view look up record information without navigate to Different records to see information.
- Worked on SSIS packages to update bulk record data.

Project #2: <u>Bajaj Auto</u>

Client	:	**Bajaj Motorcycles, India**
Role	:	Developer
Duration	:	Apr 2022 to till date.
Technologies	:	Dynamics 365, Microsoft Visual Studio 2019.

Project Description:

Gathering requirements from clients and analyzing them, detailed solution design and developing those requirements. Collaborate and coordinate with the component teams to implement and deliver the tasks to the customer on time. Looking into the live issues while end user is using the product and get them resolved on priority.

I have been involved in the following stages in the project.

- Working on user stories assigned to me for the current sprint.
- Clearly and regularly communicate with management and technical support colleagues
- Collaborated with team members and client during SIT and UAT.
- Used java script to perform Client-Side validations.
- Developed weekly scheduler to close the old records.
- Worked on Power Auto Mate flows to notify the dynamics record status to the owner of the record.
- Developed a scheduled flow to send consolidated List of records to the concern team or user to see which action to be taken.
- Involved in Requirements gathering, Designing, Coding, Unit testing and Integration Testing phases of the project.
- Creating plug-ins, Business Rules and OOB workflows and CRM customizations to build CRM environment.
- Involved in creating/managing Web API to interact with CRM and perform data operations.
- Involved in actions, Business process flows and Business rules.
- Writing plug-ins and custom workflow activity.
- Involved in Sprint planning/Deployment and sprint release planning for the project.
- Track and follow up on the issues reported in Jira.

Place: **(K Ram Mohan)**