Poojan Bhayani

11+ Years of Technical Experience in MSCRM/Dynamics 365 CE

Address: AHMEDABAD, GUJARAT, INDIA
Mobile: +91-9974577655
Email: poojanbhayani@gmail.com

Objective

Intend to build a career with leading corporate of hi-tech environment with committed & dedicated people, which will help me to explore my knowledge and ability and realize my potential. Willing to work as a key player in this challenging & creative environment.

Technical Skills & Abilities

Current Skills (Dynamics 365 CE & C#)	**Microsoft Dynamics CRM/365**, Plugins, Workflows (Custom & OOB), Actions (Custom & OOB), WebResources, Business Process Flows, Business Rules, Dynamics 365 App for Outlook, SSRS Reports (RDL/RDLC), C#, HTML, jQuery, JavaScript
Power Platform Skills	Power Platform, Power Automate, Power Apps, Power BI, AI Builder, Custom Connectors
Azure Skills	Azure Logic Apps, Azure Functions, Azure App Registrations, Azure SPA (Single Page Application), Azure Blob Containers and File Shares
Tools/Technologies	VS 2019/2022, Azure DevOps, GitHub, XrmToolBox, Migration Tools, DocuSign, AdobeSign, ClickDimensions, Telerik Toolkit
API	Dynamics CRM API, Realwork Forms API, Iress API, BC API
Back End	SQL Server 2008/2012/2012 R2
MS Office	MS Office 2016/2019/Office 365
Operating System	Windows 10/11
Personal Skills	Team Player, Strong problem solving and analytical skills

Active Microsoft Certifications

- ❖ **Microsoft Certified:** Dynamics 365 Fundamentals
- ❖ **Microsoft Certified:** Power Platform Functional Consultant Associate
- ❖ **Microsoft Certified:** Power Platform App Maker Associate
- ❖ **Microsoft Certified:** Power Platform Fundamentals
- ❖ **Microsoft Certified:** Dynamics 365 Sales Functional Consultant Associate
- ❖ **Microsoft Certified Trainer (MCT):** Trainer
- ❖ **Microsoft Certified Solutions Expert (MCSE):** Business Applications
- ❖ **Microsoft Certified Solutions Associate (MCSA):** Dynamics 365
- ❖ **Microsoft Certified Specialist (MCP):** Microsoft Certified Professional
- ❖ **Microsoft Specialist (MS)**: Microsoft Dynamics CRM Customization and Configuration

Acquired Microsoft Exams

- ❖ **Exam MB-901:** Microsoft Dynamics 365 Fundamentals
- ❖ **Exam PL-200:** Microsoft Power Platform Functional Consultant
- ❖ **Exam PL-100:** Microsoft Power Platform App Maker
- ❖ **Exam PL-900:** Microsoft Power Platform Fundamentals
- ❖ **Exam MB-200:** Microsoft Power Platform + Dynamics 365 Core
- ❖ **Exam MB-210:** Microsoft Dynamics 365 for Sales
- ❖ **Exam MB2-715:** Microsoft Dynamics 365 Customer Engagement Online Deployment
- ❖ **Exam MB2-716:** Microsoft Dynamics 365 Customization and Configuration
- ❖ **Exam MB2-717:** Microsoft Dynamics 365 for Sales
- ❖ **Exam MB2-707:** Microsoft Certified on Microsoft Dynamics CRM Customization and Configuration

Other Certifications

- ❖ C, C++ and Java Certifications from NIIT Institute.

Work Experience

- ❖ Currently working at **Accenture**, **Pune** as a **Dynamics 365 CRM CE Technical Consultant** on **Microsoft Dynamics 365** Technology.
  [Oct 2022 – Till Now]

- ❖ Worked here as a Sr. Dynamics 365 CRM CE Technical Consultant at **Larsen & Toubro Infotech – LTI**, **Pune** on **Microsoft Dynamics 365** Technology.
  [Aug 2021 – Oct 2022]

- ❖ Worked here as a Sr. Dynamics 365 CRM CE Technical Consultant at **Tata Consultancy Services Limited (TCSL), Gandhinagar** on **Microsoft Dynamics 365** Technology.
  [Oct 2017 – Aug 2021]

- ❖ Worked here as a **Sr. Software Developer** at **Prompt Softech, Ahmedabad** on **Microsoft Dynamics CRM/365** Technology.
  [June 2015 - Oct 2017]

- ❖ Worked here as a **Software Developer** at **Empirical Edge Inc, Ahmedabad**
  [Feb 2014 – June 2015]

Academics

- ❖ **M.C.A** from Gujarat Technological University with **First Class** and **8.07 CGPA**
  [June 2010 – June 2013]

- ❖ **B.C.A** from Gujarat University with **First Class** with **67% Aggregate**
  [June 2007 – June 2010]

- ❖ **H.S.C** from Gujarat Higher Secondary Education Board with **75.43%** and **Distinction**
  [June 2006 – June 2007]

- ❖ **S.S.C** from Gujarat Higher Secondary Education Board with **72.14%** and **Distinction**
  [June 2004 – June 2005]

Projects Undertaken During the Professional Period

Roles and Responsibilities.

- ❖ Interaction with the customer to understand their high level requirements and transform into reality.
- ❖ Involved in the Business Meetings for more understanding of the Business.
- ❖ Gathering and Documenting the Business Processes or Requirements for the system
- ❖ Leading or participating in design and architecture sessions with key Business Users, Teams, or Stakeholders.
- ❖ Develop Proof of Concept (PoC) solutions whenever required or on a demand basis.
- ❖ Responsible for Business Documents such as Technical Design, Diagrams, Flowcharts etc.

Key Projects (Dynamics 365 CE)

1) CapitaLand & PwC (SG) - D365 Online + Power Platform + Sales + Custom API + Azure Function [Sep 2023 – Feb 2024]

Front End: Dynamics 365 Online, Custom API, Azure Function
Other Tools Used: XrmToolBox, FetchXML, Plugin Registration Tool
Brief Summary
- ▪ Integration of Dynamics 365 with the Custom APIs
- ▪ Integration of Dynamics 365 Customization and Configuration on the Sales module
- ▪ Integration of Dynamics 365 with Microsoft SharePoint
- ▪ Using the Power Automate as a Multiple Dataverse Data Schedulers
- ▪ Development of the Multiple Azure Function to fetch the Contracts, Memberships from the Office RnD and parsing into the Dataverse system
- ▪ Development of the custom BPFs based on the different Model-driven apps
- ▪ Integration with Power Platform components such as Canvas Apps, Model-driven Apps, Power Automate, Connectors (System and Custom) and Power BI reports

**2) ClubAssist (AUS) - D365 Online + Offline API + Sales + Customer Service + Field Service + Marketing + Azure DevOps + Custom API
[Jan 2023 – Sep 2023]**

Front End: Dynamics 365 Online, Offline API, Field Service
Other Tools Used: XrmToolBox, FetchXML, Plugin Registration Tool, Azure DevOps
Brief Summary
- ▪ Working on Dynamics 365 Customization and Configuration
- ▪ Integration of Dynamics 365 Offline API
- ▪ Customization of almost all the modules such as Sales, Customer Service Field Service App and Marketing
- ▪ Configuration and Customization of the Sales cycle along with the Lead Qualification process and Opportunity requirements.
- ▪ Implemented Customer Service for product requests via Email or Phone Call and assigned to different Queues.
- ▪ Converting the Field Service App into Wholesale and Retail Model-driven Apps
- ▪ Exposure to Marketing module for the Segments, Customer Journeys and Capture Forms
- ▪ Integration with Power Platform such as Canvas Apps, Model-driven Apps, Power Automate, Connectors (System and Custom) and Power BI reports

3) Unibloc Pump (USA) - D365 Online + Power Platform + Azure + Business Central + SharePoint + HubSpot API + Postman
[Nov 2022 – Apr 2023]

Front End: Dynamics 365 Online, Power Platform, Business Central, SharePoint HubSpot, Azure
Other Tools Used: XrmToolBox, FetchXML, Plugin Registration Tool, Postman
Brief Summary
- Working on Dynamics 365 Customization and Configuration
- Integration with Plugins to Calculate the Quote, Order and Invoices similar to Business Central system.
- Integration of Dynamics 365 with Business Central along with One-time Sync from BC to CRM
- Integration with Dynamics 365 with HubSpot API to Create and Update Contacts or Deals in HubSpot
- Integration with Azure to get the Auth Token for the Dynamics 365 API Calls in Postman.
- Integration with Azure to move the Attachments from CRM to Azure Blobs

4) SupportLogic (USA) - D365 Online + Power Platform + Azure + Postman
[June 2022 – Oct 2022]

Front End: Dynamics 365 Online, Power Platform, Azure, Postman
Other Tools Used: XrmToolBox, FetchXML, Plugin Registration Tool, Postman
Brief Summary
- Working on Dynamics 365 Customization and Configuration
- Integration of Plugins, Workflows and Power Automate to automate processes.
- Integration of Azure to get the Auth Token for the Dynamics 365 API Calls in Postman.

5) Enrollment Solutions (USA) - D365 Online + MS SharePoint + MS Outlook + MS Forms + MS Teams + Bookings + PowerApps + Azure Logic Apps + Azure
[Apr 2021 – May 2022]

Front End: Dynamics 365 Online, MS Forms, MS Teams, MS Outlook, MS SharePoint, MS Bookings, PowerApps, MS Flow, PowerApps, Dynamics 365 Marketing
Other Tools Used: XrmToolBox, FetchXML, Plugin Registration Tool
Brief Summary
- Working on Dynamics 365 Customization and Configuration
- Integration of Dynamics 365 with Canvas App and associated MS Teams with the Dynamics 365 Account record using Canvas App
- Integration of Dynamics 365 with Microsoft SharePoint
- Integration of Dynamics 365 with Microsoft Forms and Dynamics 365 App for Outlook
- Integration of Dynamics 365 with Microsoft Outlook with Bookings App
- Integration of Dynamics 365 with MS Teams
- Lead communication with the client and having a problem-solving ability.
- Integration with Azure Logic App to Move the Attachments from the File Shares to an Azure Blob Containers
- Integration with Azure AD Group Members to move the Member's data to Dynamics 365/CRM using Power Automate
- Functionality to Upload and Download the attachments from Dynamics 365/CRM to Azure Blob Storage using Power Automate

6) Ancillare Solutions (USA) – D365 Online + Power Automate + Telerik Word Processing Toolkit + C# + LINQ [Jan 2021 – Apr 2021]

Front End: Dynamics 365 Online
Other Tools Used: XrmToolBox, FetchXML, Telerik Word Processing Toolkit
Brief Summary
- Working on Dynamics 365 Customization and Configuration
- Use of Power Automate flows
- Generate the Custom Proposal using **Telerik's [RadWordProcessing](#)** and C# due to the number of limitations on Dynamic 365 Word Templates
- Reduce the number of CRM API calls and optimize the query or EntityCollection using **LINQ**

7) <u>PWSC (USA)</u> – D365 + XpertDoc + SharePoint + MS Outlook + MS Portals [May 2020 - Apr 2021]

Front End: Dynamics 365 Online, XpertDoc SmartFlows, MS Outlook, MS SharePoint, MS Portals, Bookings, PowerApps
Other Tools Used: XrmToolBox, FetchXML, Plugin Registration Tool
Brief Summary
- Working on Dynamics 365 Customization and Configuration
- Integration of Dynamics 365 with XpertDoc SmartFlows which is working same as Word Templates or Excel Templates within Dynamics 365/CRM
- Integration of Dynamics 365 with Microsoft SharePoint and move attachments using MS Flows and PowerApps
- Integration of Dynamics 365 with Dynamics 365 App for Outlook
- Integration of Dynamics 365 with Microsoft Portals
- Handled multiple development tasks and JIRA tickets in-person
- Lead the communication with the client and having a problem-solving ability

8) <u>Dynamics 365 Integration</u> (Munich, Europe) – Dynamics 365 + PowerApps + Power Platform + MS Flow + Azure DevOps [Jul 2020 - Jul 2021]

Front End: Microsoft Dynamics 365, Framework 4.6.2/4.7.1, PowerApps, Power Platform, MS Flows
Other Tools Used: XrmToolBox, Plugin Registration Tool, GitHub, Azure DevOps, StyleCop Analyzers, NuGet Packages
Brief Summary
- Using latest Dynamics 365 features for the client like Dynamics 365 Online, MS Flow, PowerApps and Power Platform
- Worked on Code Review Project and needs to analyze other's code and optimize the code whenever required
- Need to resolve StyleCop (SAxxxx), Code Analyzers (CAxxxx) errors and Run the Code Analyze tool along with better Maintainability and Code Complexity
- Able to work on multiple teams and handled multiple projects
- Working on the DevOps to log the defects, create PBIs etc.

9) <u>Mines Migration</u> (USA) – CRM 2011 OnPrem + D365 Online + In-place Migration [May 2019 - Mar 2020]

Front End: OnPrem CRM 2011/2013/2015/2016/D365 RU2, D365 Online, Asp.Net, C#, Visual Studio, Azure server, Azure VM
Other Tools Used: XrmToolbox, FetchXML, Plugin Registration Tool, CozyRoc Data Migration tool etc.
Brief Summary
- Migrated OnPrem CRM 2011 to Dynamics 365 Online

- Move OnPrem solution to D365 Online
- Move customizations from OnPrem to D365 Online
- Data Analyzation
- Move data from OnPrem to D365 Online using third party Data Migration Tools like (CozyRoc, Scribe, KingswaySoft)
- Testing of Customization + Data
- Handled post support of Customization moved from SANDBOX/OnPrem Instance to a Dynamics 365 Online Instance

10) TMAC CRM Migration (USA) – CRM 4.0 OnPrem to CRM 2013 Migration [Apr 2021 - Jun 2021]

Front End: OnPrem CRM 4.0/2011/2013, Asp.Net, C#, Visual Studio
Other Tools Used: XrmToolBox, FetchXML, Plugin Registration Tool, CozyRoc Data Migration tool etc.
Brief Summary
- Migrated OnPrem CRM 4.0 to CRM 2011 OnPrem
- Customized 4.0 Scripts, Reports, Endpoints to the supported format in CRM 2011
- Move customizations from OnPrem 4.0 to CRM 2011 OnPrem
- Migrated CRM 2011 OnPrem to CRM 2013 OnPrem
- Testing of Customization + Data
- Handled post support of the project.

11) Kolsen (Australia) – Dynamics 365 Online + Field Service [Aug 2021 - Dec 2021]

Front End: Dynamics 365 Online, Field Service, Marketing
Other Tools Used: XrmToolBox, FetchXML, Plugin Registration Tool
Brief Summary
- Customizations of the Dynamics 365 Field Service mobile app
- Mobile App building GEO Fencing capability
- Working on the Customization & Configuration of the Agreements and related FS entities
- Managing Agreements, Schedule Setups, Schedule Setup Dates, Work Orders etc. within the OOB Field Service App and Custom Mobile App
- OCR Integration
- Document Management
- Resource Scheduling and Service Bookings

12) KELLEY (USA) – Dynamics 365 Online + Salesforce to D365 Migration [Dec 2021 - Apr 2022]

Front End: Dynamics 365 Online (Sales + Marketing), Salesforce
Other Tools Used: XrmToolBox, FetchXML, Plugin Registration Tool, KingswaySoft
Brief Summary
- Data Analysis of the Salesforce BD and Marketing instances
- Customization and Configuration based on the Data Mapping from the Salesforce's BD and Market instances and add missing fields in Dynamics 365
- Dynamics 365 form designs similar to Salesforce's BD and Marketing instances.
- Data Migration from Salesforce BD and Marketing instances through Data Migration Tools such as KingswaySoft for the larger amount of data and also used OOB Data Import functionality for the less amount of data

13) <u>Valmont Geyer</u> (Australia) – Dynamics 365 Online + GemBox.Document DLL + Azure Functions + Power Automate [Feb 2022 - Apr 2022]

Front End: Dynamics 365 Online, Azure Functions, Power Automate, <u>GemBox.Document</u>
Other Tools Used: ILMerge, NuGet Packages, GemBox.Document DLL
Brief Summary
  ▪ Dynamics 365 Customization and Configuration
  ▪ Implement an Azure Function to replace the URLs within the Dynamics Word Template through GemBox.Document DLL and publish the code as Azure Functions and used in the Power Automate to get the required output.

Other Projects (Dynamics 365/Power Platform/CRM – Online & OnPrem)

1) <u>Acuity Capital</u> (Australia) – Dynamics 365 Online + Power Automate + Azure DevOps + IRESS API + Postman

Front End: Dynamics 365 Online, Power Automate, IRESS API, Azure DevOps
Other Tools Used: MS SharePoint, XrmToolBox, Plugin Registration Tool, Postman
Brief Summary
  ▪ Working on Dynamics 365 Customization & Configuration
  ▪ Integration of Dynamics 365 with IRESS API Integration to get the IRESS based data such as ASX Security Codes, IOSPlus Trade and Hedging Data for getting the daily Trading activity of the Users for the Contract and Activation Notice creation.
  ▪ Integration of IRESS API with Power Automate to get and set the responses through HTTP Trigger or When an HTTP request is received Trigger.
  ▪ Worked with Dynamics 365 Plugins for the Activation Notice, Invoices, Security Codes, IRESS Data to Get or Update the Australia Stock Exchange related data.

2) <u>SAMBA Project</u> (Zwolle, Netherland) – Dynamics 365 Online + VSTS + MS Teams + MS Flow + Azure Logic Apps + Power Apps

Front End: Microsoft Dynamics 365 Online/Dynamics 365 V9.0, Framework 4.5.2
Other Tools Used: Microsoft Visual Studio Team Service (VSTS), MS Teams, MS Planner, MS Groups, MS SharePoint, CRM Fetch Kit, XrmToolBox, Plugin Registration Tool, Microsoft Flow, Azure Logic Apps, Power Apps
Brief Summary
  ▪ Worked on this project as a key member, SAMBA itself stands for Sales and Marketing Business Acceleration.
  ▪ My role in this project is to complete Tasks/PBIs before the sprint completion time.
  ▪ Needs to understand the requirements from the Project Champions and once they added those PBI(s) to the VSTS and needs to follow up on those PBIs for which the owner owns that PBI and that would be assigned to him by the Subject Matter Expert, or the Product Owner already mentioned those details in VSTS. So, it's not a fully Agile based project but 70-80% agility used on this project.
  ▪ Involved in the daily scrum by the scrum master that he'll decide who'll work on which PBI and we need to act accordingly.
  ▪ All these Business related documents managed in the MS SharePoint and also uploading the same to MS Teams and then the Team act accordingly by commenting or mentioning something to that chat in the MS Teams/MS SharePoint.

3) <u>Lead Optimization Process</u> (Zwolle, Netherland) – Dynamics 365

Front End: Microsoft Dynamics 365, Framework 4.5.2
Other Tools Used: CRM Fetch Kit, XrmToolBox, Plugin Registration Tool
Brief Summary
- **Past Behavior**: Lead Qualification through Dynamics CRM's **OOB Dialogs**, from which user can add accounts or contacts through Lookup or **create records within dialog** and then **qualify the lead from Dialog**.
- **Changed Behavior**:
  - Convert existing **OOB Dialog** into **Business Process Flow** and Lead Qualification through Dynamics CRM's OOB functionality to qualify the Lead through BPF (Business Process Flow).
  - Having a **facility to provide bulk lead qualification** from Home Page **Custom Ribbon button.**
  - Provide multilingual support for Custom script alerts. For example, a custom message (Account and Contact is required to qualify the Lead) having custom alert support of 14 other languages.

4) <u>Dynamics 365 App for Outlook</u> (Zwolle, Netherland) – Dynamics 365 + Outlook

Brief Summary
- As a Team Leader on this project managed Outlook customizations like script and form changes, challenges on the outlook customizations, script issues.
- Created outlook app individual roles and assigned it to the concerned users when users need outlook app on their Outlook client.
- Also concerned with the OOB issues and then at the later stage resolved those issues by continuous follow up/help of Microsoft via Premier Support.
- Managed multiple Service Requests with Microsoft Support Teams.

5) <u>V9 Upgrade Assessment</u> (Zwolle, Netherland) – Dynamics 365 V9.0

Brief Summary
- In this project worked as a Team Leader
- As a Team Leader **managed upgrades from V8.2 to V9.0** on several DEV, UAT and PROD Instances
- In case of failure, need to raise **Microsoft's Support Request** via their **Premier Support.**
- Documented topics like What's New in Dynamics 365 V9.0? What's New for Developers? What are Deprecated Features? What are Known Issues? Upgrade Impact to an existing system? in the document
- After a successful system upgrade to V9.0, needs to analyze and document the impact to the existing system, likewise interfaces such as CTAC and ClickDimensions functionality working or not?

6) <u>GV CRM-SharePoint Integration</u> (USA) – Dynamics 365 + SharePoint

Front End: Microsoft Dynamics 365, SharePoint, Framework 4.5.2
Other Tools Used: CRM FetchKit, FetchXML, Plugin Registration Tool
Brief Summary
- CRM Plugin to **Create folders in SharePoint** & add **Document Locations** based on that Relative URL in MSCRM using Web Request.
- CRM Plugin to **Rename a folder in SharePoint** and renaming Document Location's Relative URL with this name in MSCRM using Web Request.
- CRM Plugin to **Upload Documents in SharePoint** on specific path using Web Request. **Example, Relative Path of Document Location in MSCRM**:

Account/MicrosoftUSA_ D76FB03D38CD4A78BA3E8E33609E2C03 and it will upload document to this path in SharePoint.

- CRM Plugin that will **Delete Attachments from SharePoint** based on saved folder path in CRM notes entity using Web Request.
- Console Application that will download Notes/Documents on Local Drive and Transfer those Documents to SharePoint. (One Time)

7) Stratus HR (USA) – Dynamics 365 Online

Front End: Dynamics 365 Online, Framework 4.5.2
Other Tools Used: CRM FetchKit, Ribbon Editor, FetchXML, Plugin Registration Tool, JavaScript, jQuery, Chosen jQuery, Application Ribbons.
Brief Summary
- Worked on Time Tracking module to manage Time entries for clients/contacts and also managed their **Time on Activity** (Task, Email, Phone Call and Appointments from their **Regarding** (Account, Contact, Case or Opportunity).
- Custom Grid for Time & related grouping entries which is look-a-like CRM's Native Grid with Searching, Sorting, Paging & Exporting functionality that shows time spend on particular Task, Appointment, Email, Phone Call, Case, Opportunity regarding to their multiple Clients/Contacts.
- Template add/update functionality to manage pre-saved data and auto-fill those in time entry popup.
- Show/Hide options of Personal or Global templates bases on their security roles provided.
- Managed auto complete for User and Job Code fields and also managed multiple clients/contacts based on user's search using **Chosen** jQuery.

8) Protomator - Prompt Softech Product (INDIA) – MSCRM 2016 Online

Front End: MSCRM 2016 Online, C#, Visual Studio 2013, Framework 4.5
Other Tools Used: CRM FetchKit, Ribbon Editor, FetchXML, Plugin Registration Tool, JavaScript, jQuery, Chosen jQuery, Application Ribbons, Dynamic Menus.
Brief Summary
- Automatically create Cases, Tasks & Appointments from templates
- Having a facility to clone templates with notes transfer.
- You can run those templates from Account, Contact, Lead or Opportunity with Single/Multiple selection from CRM Native Grid.
- Dynamic Flyout menus for Case, Task and Appointment templates inside Account, Contact, Lead and Opportunity Home Grids.

App Store URL
- https://appsource.microsoft.com/en-us/product/dynamics-365/promptsoftech.12a2df14-ec21-420f-80ee-9fd18e41f929

9) Grant Vantage Customer Portal (USA) – MSCRM 2016 Online + MVC Portal

Front End: MSCRM 2016 Online, MVC, C#, Visual Studio 2013, Framework 4.5.2
Brief Summary
- Export and Import MSCRM Solutions from Source to Destination Instance with their respective GV Modules, Data and Relationship Files, Security Profiles, GV Privileges from MVC Application.
- A window service that will also check for Customer's CRM Instance Validity, latest solution version, Redmine user's existence, Updating GV details like GV Last Solution Updated Date, Total No. of GV Users etc., Instance Total and Used Storage Space Calculating.

10) <u>Clinical Media Marketing</u> (AUS) – MSCRM 4.0 + MVC Portal

Front End: MSCRM 4.0 OnPrem, MVC, C#, Visual Studio 2013, Framework 4.5
Brief Summary
- Get cases from their equipment's most recent cases in MVC Application.
- Request update email request for all selected equipment cases.
- Calibration details with their equipment details and service history(cases) records.

11) <u>ETS</u> (Dubai) – MSCRM 2015 Online + QuickBooks Desktop + Field Service

Front End: MSCRM 2015 Online, Asp.Net, C#, Visual Studio, Framework 4.0, QuickBooks Desktop (V 15.0, 16.0), Field One CRM Solution.
Other Tools Used: XrmServiceToolkit, **XrmToolbox**, Visual Ribbon Editor, FetchXML, Plugin Registration Tool, JavaScript, jQuery, HTML, CSS
Brief Summary
- For a pest control company, we've developed a contract based system in which quarterly, halfly or yearly installments are generated from the given frequency, agreements, agreements schedule setups and agreement schedule dates, work orders, invoices, credit notes, payments etc.
QuickBooks Summary
- Console Application that will Sync records from Dynamics CRM to QuickBooks Entities like Account, Vendors, Customer Jobs, Inventory, Inventory Site List, Service Reports, Invoices, Receive Payments, Credit Memos etc. every 5-10 mins.
- Add and Update records to and from CRM using QuickBooks Sync Process.
- Additionally, we linked Credit Memos to Invoice and its Line Items.
- Worked on Field One/Service module having Agreements, Agreement Schedule Setups, Agreement Schedule Setup Dates, Work Orders

12) <u>Vetology</u> (USA) – MSCRM 2015 OnPrem

Front End: MSCRM 2015 OnPremise, Asp.Net, C#, Visual Studio, Framework 4.5
Other Tools Used: XrmToolbox, Visual Ribbon Editor, FetchXML, Plugin Registration Tool, JavaScript, jQuery, HTML, CSS
Brief Summary
- This system is mainly focusing on three entities which are Clinics, Animals and Pet Owners from which we have a deleting and reparenting facility for records, avoid duplicate records based on given criteria and remove unwanted records.

13) <u>Tailored Mail</u> (USA) – MSCRM 2013 Online

Front End: MSCRM 2013 Online, Asp.Net, C#, Framework 4.5
Other Tools Used: XrmToolbox, Plugin Registration Tool
Brief Summary
- Plugin that create and update Account/Contact records when details has been changed from the Context
- Plugin that add/update subscriber/contact in marketing list
- Campaign Management from Marketing in Dynamic CRM Campaign Context.

14) <u>Creamistry</u> (India) - MVC

Front End: Asp.Net MVC, C#, Visual Studio 2013, Framework 4.5

Brief Summary

- MVC application that handles Ice-cream orders for particular franchise and their terminals.
- Manages 500+ products with their separate price lists and item mappings.
- User and Time Sheet management.
- Dashboard and Reports.

Awards & Recognitions

- ❖ Achieved "Learning Achievement Award" in **April 2021** from **TCS**
- ❖ Recognition of "On the Spot (Team) Award" in **Feb 2021** from **TCS**
- ❖ Achieved "On the Spot Award" in **Apr 2018** from **TCS**
- ❖ Achieved Kudos Winner of **Quarter 3** on **MS Dynamics CRM** from **Prompt Softech**

Field of Interest

- ❖ Software Development
- ❖ Database
- ❖ Web Development

Personal Skills

- ❖ Very **sincere**, **honest**, **hardworking,** and **passionate** about work.
- ❖ Always ready to develop and learn newer techniques for the various work spans.
- ❖ I can handle any work **accurately** and **sincerely**.
- ❖ Always believes in **positive work**.
- ❖ **Good Planning**, **Time management** and **Data Collection** ability for the development.
- ❖ A good **Team Player** and always ready to take **challenges/challenging tasks.**

Personal Profile

Date of Birth	21-Dec-1989
Gender	Male
Marital Status	Married
Languages Known	English, Hindi, Gujarati
Nationality	Indian

Declaration

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

Yours Sincerely

(Poojan Bhayani)