

# ASIF.S

**LEAD-MS DYNAMICS CRM APPLICATION DEVELOPER**

**9+ YEARS**

## SKILLS

- **CRM Products** : Microsoft Dynamics CRM 2015, 2016, D365
- **Microsoft Technologies** : C#
- **Microsoft Technologies** : ASP.Net
- **Scripting Languages** : Java Script
- **Web Services** : Web API, Web Services (Rest, OData)
- **Web Technologies** : JavaScript, HTML, XML, CSS, AJAX, JQUERY, JSON.
- **SQL2005/2008** : SSRS
- **SSIS** : Online/On-premises
- **Informatica Cloud Tool** : Online
- **Portal** : D365
- **Power Apps** : D365

## WORK EXPERIENCE

### LEAD-MS DYNAMICS CRM APPLICATION DEVELOPER

2022 - Present | AlifCloud IT Consulting Pvt. Ltd.

### SSE

2020-2022 | IBM India Pvt. Ltd.

### PA

2018 -2020 | Cognizant Technology Solutions

### MS CRM CONSULTANT

2016 -2018 | Levtech Consultant India Pvt. Ltd

### SOFTWARE ENGINEER

2014 -2016 | Carbon Media Pvt. Ltd.

## PROJECTS

### Project 1

#### Microsoft Dynamic CRM Online D365

- Ford Motor Company uses the LEAP (Leap Application Platform) system to manage Leads by Dealers in Europe.
- LEAP helps Ford company to sell cars within the European region effectively.
- The system is integrated with many DMSs (dealer management systems), which allow dealers to process opportunities that come to campaigns.
- The core of the system is based on Dynamics 365 platform.
- Leap is also integrated with the central dealer database (DID) and customer database (Cupid system).

- LEAP is live in over 22 countries and provides a generic API connection for external Lead sources.
- It aims to quickly bring more lead sources on the board using the latest integration technologies and APIs.
- In Leap, we Implemented the Power Platform using the model-driven app and Integrated the power automation.

**Technical Environment:**

D365, JavaScript, Integration, Workflow, Plug-in, Workflow Custom Activity, PowerApps, MS Flow, Portal, Informatica.

**Project 2**

**MS Dynamic 365 Zurich Insurance**

**Project description:**

- Zurich HK CRM implementation helps users improve sales by onboarding new customers and following up on renewals.
- The service module is also designed to help with end-customer queries, premium chase, and endorsements.
- D365 Users may also set up promotions for correspondent partners, which will be captured as part of the customer onboarding process.
- This helps Zurich analyze partners' performance (reports & Dashboards). The system relates to 20 external systems via batch and web services.
- Around 100 users use the application, and nearly 30 million records are loaded from multiple source systems.

**Roles and Responsibilities:**

- Plug-in, workflows, and JavaScript code conversion
- Involves in creating SSRS reports
- Integration.

**Technical Environment:**

D365, JavaScript, Integration, SSRS Report, Workflow, Plug-in

**Project 3**

**MS Dynamics 365 Whitbread**

**Project description:**

The Case management system was developed to handle Whitbread resources (rooms, hotels) and bookings. It takes care of customer's queries, complaints, and feedback. As critical functionalities of the application, we developed,

- Auto case assignment to route the cases to available and least utilized user
- Multilevel approval to send particular cases to approval based on case values matches with approval matrix configuration.

**Roles and Responsibilities:**

- Plug-in, workflows, and JavaScript code conversion
- Involves in creating SSRS reports
- Integration

**Technical Environment:**

MS CRM Online D365, JavaScript, Integration, SSRS Report, Workflow, Plug-in

## **Project 4**

### **Geant (Dubai Based) - CRM**

#### **Project description:**

- We are working on Loyalty profile management, customer registration with a Mobile App, Inviting other members, getting the point calculation, etc.
- I have implemented all the software alone. Below are the web APIs I have worked on using JSON INPUT and OUTPUT.
- Create Profile, Fetch Loyalty, Fetch Nationality, Fetch Residence of Country, Validate profile,
- Could you fetch my points, group points, and members' points? You can log in with Facebook and SFacebookLog-in.
- Update member status, Update profile, and many more

#### **Roles/Plugins/Responsibilities: Plugin, workflows, and JavaScript code conversion**

- Involves in creating SSRS reports
- Integration API Calling JSON Format.
- Testing Tool used for Postmaster in Google Chrome and HTTP requester in Firefox

#### **Technical Environment:**

MS CRM 2015, JavaScript, Integration, Plugin/Report, Workflow, Plugin

## **Project 5**

### **Jasoor-CRM**

#### **Project description:**

- It is the event management course website where users register to get a login ID. It offers education, training, professional certification, consultancy, and research.
- We have recruited a team of dedicated, world-class educators to produce the curriculum to help delegates achieve their ambitions.
- Our courses are stimulating and focused on improving skills and developing talent.
- I have implemented the WCF services, and below is the list of WCF services with which I have worked.
- Create Update Contact, Create Update Course, Create Update Course Registration, Check Course Exists, Create Payments, and many more.

#### **Roles and Responsibilities:**

- Integration Web Service (WCplugin) involves in writing plugins, workflows, JavaScript, and Custom Workflow.
- Involves in creating SSRS reports

#### **Technical Environment:**

MS CRM 2015, JavaScript, Integration, Plugin/Report, Workflow, Plugin

## **CERTIFICATIONS**

- **Microsoft Dynamics D365 Customization and Configuration**
- **Power Platform Fundamentals**
- **Microsoft Dynamics D365 Customization and Configuration**
- **Power Platform Fundamentals**