



# MASON WILSON

## Microsoft Dynamics CRM Consultant

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### PROFESSIONAL SUMMARY

Results-driven Microsoft Dynamics CRM Consultant with 7 years of experience in delivering tailored CRM solutions. Expertise in system customization, data migration, and user training, driving user adoption and enhancing client satisfaction.

### WORK EXPERIENCE

#### Microsoft Dynamics CRM Consultant

Quantum Solutions LLC

📅 Dec / 2019-Ongoing

📍 Phoenix, AZ

1. Implemented advanced CRM functionalities using plugins to enhance user experience and system capabilities.
2. Analyzed existing infrastructure data for successful deployment of MS Dynamics CRM 2013.
3. Configured and customized CRM systems, integrating external data seamlessly into Dynamics CRM.
4. Debugged and optimized plugins and workflows, ensuring system reliability and performance.
5. Established strong relationships with users, providing ongoing technical support and tailored training.
6. Developed reporting specifications and conducted gap analyses to enhance data integration.
7. Led migration planning to Dynamics CRM 2013, ensuring minimal disruption during transition.

#### Microsoft Dynamics CRM Consultant

Silver Lake Enterprises

📅 Dec / 2017-Dec / 2019

📍 Seattle, WA

1. Designed and developed Charge Code Assignment and Time Sheet Approval processes using Dynamics CRM 2011/2013.
2. Defined functional requirements and test cases to ensure comprehensive application usability.
3. Collaborated with stakeholders to gather requirements and translate them into technical specifications.
4. Participated in system upgrades, ensuring alignment with business objectives and user needs.
5. Conducted user acceptance testing to validate CRM functionalities and enhancements.

### EDUCATION

#### Bachelor of Science in Information Technology

University of California

📅 Dec / 2015 - Dec / 2017

📍 Denver, CO

Focused on software development and database management, with coursework in CRM systems.

### SKILLS

CRM Configuration



Data Integration



User Training



Data Migration



Process Optimization



### INTERESTS

📖 Art

📖 Volunteering

📖 Hiking

📖 Yoga

### STRENGTHS

⚙ Criticality

⚙ Curiosity

⚙ Detail-oriented

⚙ Diplomacy

### LANGUAGES



English  
80%



Hindi  
80%



French  
80%

### ACHIEVEMENTS

★ Increased CRM user adoption by 30% through tailored training programs.

★ Streamlined data integration processes, reducing data entry time by 25%.