

ROBERT SMITH

Associate Microsoft Dynamics Crm Developer

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SUMMARY

Microsoft Dynamics CRM Developer participate in the design, development, testing and support of systems built on the CRM in an Agile environment. Cloud migration with Dynamics in Azure experience is a plus. Experience with integrating with SharePoint and services desired. C# and SQL Server experience is a plus.

CORE COMPETENCIES

Management, Organizing.

PROFESSIONAL EXPERIENCE

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Brinks, Inc - June 2015 – 2020

Key Deliverables:

- Gathered and determined requirements from Customer Care Department and other business units.
- Designed and documented the CRM solution architecture.
- Created CRM reports and custom dashboards using SSRS and custom forms Worked with Agile Development Methodology Designed a plugin to generate case number on create of new record.
- Customized fields, forms and views for new modules to be added to existing CRM system.
- Created and changed workflows based on requirements.
- Designed and created a new business process.
- Conducted end-user training and administrator training.

Microsoft Dynamics Crm Developer

Delta Corporation - 2014 – 2015

Key Deliverables:

- Description Lehigh Valley Hospital is the largest hospital in the Lehigh Valley and the flagship hospital of Lehigh Valley Health Network.
- The Health Plan Sales Solution for Microsoft Dynamics CRM is a strategic sales- and service-enabled CRM platform that enables health plans to quickly and easily moves their marketing and sales processes online to proactively manage and monitor sales, member service and retention.
- Responsibilities Gathered requirements, technical specifications and design.
- Developed custom plug-ins to facilitate complex business rules Created and changed custom workflows to optimize business processes.
- Created integration component to connect CRM with third party systems.
- Created UI extensions using Web Resources, JQuery, ASP.Net Conducted user training scenarios and prepared detailed documentation.

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- Extensively used Microsoft CRM SDK to perform various CRUD operations using web services and LINQ.

EDUCATION

Bachelor's of Arts

