# Mujahid Sharief

### summary

#### Results-driven Dynamics 365 Consultant with 14 years of expertise in deploying, configuring, and optimizing Dynamics 365 solutions. Proven ability to analyze complex business processes, translate requirements into effective system designs, and deliver tailored solutions to enhance efficiency and customer satisfaction. Seeking a senior-level role to lead high-impact projects and contribute to clients' growth.

#### Experience in D365 (Customer Engagement-CE) Customer Service, Sales, Field Service, Customer Insights.

#### Experience with all CE modules across many customers, including integrations with Portals, Power Apps, Flow/Power Automate and Power BI

#### Experience in PowerApps applications & BI development using the Microsoft Power Platform in addition .to experience in design, development, and implementation of web - based applications and the exposure to enterprise level applications.

#### Experience in developing application in PowerApps using Common Data Service CDS, SQL, Flow, Excel, and SharePoint.

#### Well experienced in implementation of Microsoft Dynamics CRM/D365 for various projects including Installation, Configuration, Customization, Extension as well as Deployment, Troubleshooting, Production support and Training.

#### Experience in Microsoft Dynamics CRM 4.0/2011, 2013, 2015, 2016 and Dynamics 365: On-premises and online. Upgrading & Integration with other systems experience

#### Successfully demonstrating Microsoft Dynamics CRM solution capabilities to the client and provide them with examples to ascertain business requirements; advising on complex MS Dynamics CRM business cases and propose solutions based on Microsoft Dynamics CRM, 3rd parties and customizations.

#### Strong knowledge of Software Development Life Cycle (SDLC) and SDLC Methodologies like Waterfall methodology, Iterative and SCRUM

#### Experience working in Agile environment and participating in Agile ceremonies - Sprint Planning, Sprint Commitment, Daily stand-up, Continuous Release planning.

#### Preparing Proof of Concepts for Portal and CRM, Functional Requirement Documentation, Functional Design Document, Business Process Definition Document, Solution Design Document, Use Cases, Requirement Traceability Matrix, and Functional Test Cases

#### Experience in developing complex applications on Microsoft Dynamics CRM platform with entity, ribbon and sitemap customizations.

#### Designing solution flowcharts for understanding of client’s processes. Deciding on need and use of out-of-the-box features, required configuration and customization for various functionalities and requirements.

### Technical Skills

#### Application Software - CRM 4.0, Microsoft Dynamics CRM 2011, 2013, 2015, 2016 and Dynamics 365 On premise, Dynamics 365 Online, Dynamics 365 Portals.

#### Power Platform – Power Apps, Canvas Apps, Model Apps, Power Automate, Power Virtual Agent, Power BI and Azure, Data Verse.

#### Databases – MS SQL Server 2008, 2012, 2014, Oracle, MS Access, ETL

#### Framework/Languages – .Net, .Net Core, C#, CSS3, HTML5, JavaScript, jQuery

#### Tools/IDE – Microsoft Visual Studio 2013/2015, Sure Step, Azure DevOps, SharePoint Online, Scribe Insight, Kingsway Soft, SSIS, Microsoft Visio, MS Project, Microsoft Office, Notepad ++, One Note, Teams

#### Web/ Application Servers – IIS 5.0, 6.0, 7.0, 8.5, Windows Server 2003, 2008, 2012.

#### Reporting Services - SQL Server Reporting (Services SSRS), Crystal Reports 10/11.

### Functional Skills

#### SDLC Methodologies – Agile, Scrum, Waterfall

#### Requirements Management, JAD Sessions, and PM – Activity Diagrams, Use-Cases, Data Modeling, Data Mapping

#### Testing – User Acceptance Testing, Black-box Testing, Regression Testing

#### Pre-Sales Skills – Creating and presenting Demos and POC’s, involved in estimating effort and price of implementations, responding to RFP’s

#### Other Skills – Solution Design, Business Analysis, Training & Documentation.

### Certification

#### Microsoft Dynamics 365 for Customer Service MB2-718

#### Microsoft Dynamics 365 for Customization and Configuration MB2-716

#### Scrum Master

#### Preparing for the following certifications and planning to complete them by October 2024.

#### Dynamics 365 Customer Service Functional Consultant MB-230

#### Dynamics 365 Field Service Functional Consultant MB-240

#### Dynamics 365 Customer Experience Analyst Associate (New certification in November)

#### Microsoft Power Platform Functional Consultant PL-200

### professional Experience

##### United States of Department of Agriculture 03/2020 – Present

Sr. D365 Consultant

#### Lead multiple projects and successfully delivered, where rewriting/rearchitecting the applications, built on CRM 2013 to Dynamics 365 was done (On prem to GCC Cloud)

#### Closely worked with Product owner(s) in capturing the scope, requirements and present a viable solution that is robust, efficient, and easy to use and maintain.

#### Worked on Canvas Apps and Model Driven Apps along with Cloud flows to provide seamless interaction within apps and entities.

#### Hands on knowledge of implementing and maintaining access controls in CRM based on roles and access conditions.

#### Involved in data migration for all the applications, from CRM 2013 to Dynamics (Data Verse). This includes data mapping, data loading, data integration, data cleansing.

#### Wear multiple hats- Functional Consultant/Business Analyst, Scrum master, Developer as needed.

#### Developed out-of-box workflows and custom workflows/Flows based on application needs.

#### Created custom entities, Views, forms, Attributes, relationships, entity mappings, Ribbon, Sitemap, Business rules and Web Resources.

#### Customized Microsoft Dynamics CRM entities, create multiple forms (security based) on entities, add custom JavaScript on form events, and add web resources, navigation links to achieve the business requirements.

#### Used Azure DevOps to Maintain version control of code during solution import & export. Suggested updates and methods relevant to system architecture components and changes through research.

#### Providing end user support during Go-Live, Post Go live. Address issues based on severity and priority.

##### KPMG 06/2018 – 03/2020

Sr. Consultant for D365

#### As a senior CRM consultant, lead and executed implementation projects in CRM/Portal technologies.

#### Delivered a custom CRM/Portal solution for service request management for City of Phoenix Police Department. A similar solution was also implemented for Las Vegas Metropolitan Police Department.

#### Performed comprehensive business process analysis, identifying bottlenecks and areas for improvement, and proposed solutions that streamlined operations and enhanced the customer experience.

#### Created and maintained detailed project plans, including timelines, budgets, and resource allocation, ensuring project delivery within scope and on schedule.

#### Provide end-to-end CRM solution experience and best practice recommendations from project envisioning and inception to end user training.

#### Worked closely with clients at every phase of the project, from gathering, analyzing, and documenting requirements for a solution, to working with developers ensuring the application functions are needed, to facilitating the implementation and adoption of the final product.

#### Lead discovery sessions to not only gather requirements, but also understand who the client is, their existing processes and procedures, and how they best work. Also worked with sales team in delivering demo’s to prospective clients.

#### Design solutions based on the business requirements which emerged from Analysis and Discovery.

#### Work with the Technical Architects to design and create a solution which will effectively meet the client’s needs.

#### Using SCRUM to effectively manage the Creative and Development process ensuring continued movement towards the client’s end goal.

#### Creating and implementing test plans ensuring the solution functions as designed and as intended.

#### Training the client’s users on the new system ensuring they understand how the system works and is used.

#### Supporting Project Manager in creating Project Plan, Project Schedule, identifying gaps between SOW and new requirements while managing scope of project

##### Pavliks.com 06/2016 – 05/2018

CRM Project Lead

#### Successfully lead multiple CRM projects that included, delivering scalable and highly secure web portal solutions using The Portal Connector (TPC)

#### Profound experience and knowledge in all phases of Software (SDLC)

#### Delivered custom CRM/Portal projects for clients belonging to Insurance, Fundraising (donor management), Fleet, Membership Management, Retail, Service, Hospitality, Healthcare, Fitness, Kennel Registration, and other sectors (National and International)

#### Conducted analysis workshops with clients to define Business Processes, Identify Functional, Non-functional requirements, Integration requirements, Reporting and Dashboard requirements to name a few.

#### Performed portal analysis to develop custom portal solutions using -The Portal Connector (TPC) that seamlessly connects with Dynamics CRM/D365

#### Creating Business Process Definition Document, Solution Design Document and Use Cases

#### Working with T/L in creation of TDD and work packages to be assigned for development.

#### Creating Portal Design Document outlining complete portal solution with site navigation, site menu, pages

#### Prepared and presented Proof of Concepts to business stakeholders for clarification & confirmation.

#### Configuring, implementing, supporting, and migrating data to Microsoft CRM/D365 system solutions.

#### Customized entities, forms, fields, views, charts, dashboards, business process flow, workflow, business rule, security role, field security as required and worked closely with development team in extending system functionality.

##### Local 95 Insulators 07/2015 – 04/2016

Dynamics CRM Consultant

#### Implementing custom Dynamics CRM Solution for Construction Union-Member Management Engagement

#### CRM integration experience with 3rd party tools, i.e., Web Portal, CRM IFD (Internet Facing Deployment) to provide access to ‘Online Web Portal’ for ‘Members’ and ‘Contractors’.

#### Assist project team on gathering business processes, functional and non-functional requirements from end users through JAD sessions.

#### Act as liaison between business users and Dev. team to keep everyone in the project on the same page

#### Complete customization, configuration, and workflow development within Dynamics CRM 2015.

#### SharePoint Integration with Dynamics CRM to manage documents. The functionality is delivered using the SharePoint Online Document Management Solution.

#### Support of Data Migration from Legacy system to Dynamics CRM.

##### government of Alberta, Edmonton, Canada 08/2014 – 06/2015

Dynamics CRM Consultant

#### Assisted with the upgrade (solution replacement) and implementation of CMIFS Project from CRM 4.0 to Dynamics CRM 2013.

#### Facilitate Business & Product Requirements Gathering sessions with Business Stakeholders and SME’s

#### Collaborate with the client to gather business requirements via workshops, interviews and document analysis.

#### Configuration of Dynamics CRM 2013 to replicate existing fields/forms/views in the current CRM 4.0 solution.

#### Create documentation for clients- Functional Requirements Document (FRD), Functional Design Document (FDD), Data mapping document, Use Cases, Test scripts, Screen mock-ups, and Training manual.

#### Analysis, mapping and import of current and archival data from the existing CRM 4.0 solution to Dynamics CRM 2013. Also responsible of data cleansing required for transformation and migration.

##### Loblaws 05/2011 – 07/2014

Business Analyst (Dynamics CRM)

#### Involved in the design, development and support of Charge Code Assignment and Time Sheet Approval

#### As an IT Business Analyst for Distribution Center with focus on the Warehouse Management System (WMS) and primary liaison between various business functions and the IT function. Also responsible for integrating third party Warehouse Management system (WMS) application running at all the distribution centers.

#### Worked with business users to capture detailed CRM requirements using Microsoft Dynamics CRM 2011

#### Responsible to gather business requirement document & maintain individual requirements in the TFS server.

#### Supporting enterprise CRM Users requirements to develop configure CRM report and views.

#### Configuring CRM business units and teams. Monitor daily jobs, work with CRM developers to manage CRM Plug-in needs.

#### Involved in preparing Use Case, Functional, Technical and Test Case documents.

#### Interacting with client for requirements analysis to define functional and business specifications.

#### Worked on Configuration, Scripting, Customization, Workflows, User Interface, Forms

#### Created custom reports through SSRS and CRM reports and CRM Dashboards for the users.

##### Unicorn Software Soulutions 01/2009 – 11/2009

Business Analyst

#### Analyzing Client’s requirements to understand key business processes, participated in gathering and documenting User Requirements

#### Involved in development of Client Management Tool Record (CMTR). The application is used to track online registration.

#### Defining and documenting business and functional requirements, business processes, workflows, and reporting outputs.

### Education

##### JNTUH College- India

Bachelor of Technology in Computer Science and Engineering

##### Centennial College- Canada

Business Marketing