**PAURAS**

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| Dynamics 365 Delivery Lead / Solution Architect / Sr Developer |

Innovative and strategic Microsoft Dynamics 365 Techno Functional Consultant with robust IT project and change management expertise. Bringing over two decades of industry experience, I currently serve as a Solution Architect and delivery lead for a Sydney-based national energy distribution company. As a certified Microsoft Dynamics Consultant (2011 onwards), Project Management Professional (PMP) and Change Management Specialist, I have over 20 years of experience selling, designing, developing, and implementing Microsoft Dynamics 365 solutions that elevate business performance, drive growth, and ensure seamless operational workflows.

I have led numerous end-to-end Dynamics 365 F&O and CE implementations across various industries throughout my career, translating complex business requirements into high-performance, scalable solutions that address unique operational challenges by leveraging my diverse background in consulting, digital transformation, solution architecture, software development, and agile product management. I leverage these skills to connect critical business needs with modern secured cloud applications and affordable, scalable and low-code technologies, driving growth and higher end-user adaption.

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| Knowledge & Skills |

* Deep understanding of the features, functionalities, and architecture of Dynamics 365 Business Applications like Sales, Customer Service, Marketing, Field Service, Finance and Operations, Supply Chain and Project Operations.
* Understanding of Dynamics 365 security models and best practices to protect data and ensure compliance with regulations, especially for Government and public limited enterprises.
* Proficiency in integrating Dynamics 365 with other Microsoft products (like Azure, SharePoint, and Office 365) and third-party systems.
* Knowledge of tools and techniques for migrating data to Dynamics 365 from other systems using SSIS, Kingsway Soft, Azure Data Factory and TIBCO(Scribe)
* Mastery of CRM and Power Platform business process workflows and corresponding governance, regulatory, and security models.
* Experience managing multiple vendors, offshore teams, and sales–functional–technical teams.
* Understand business processes and identify areas for improvement considering data security and compliance in mind. Able to translate business requirements into technical specifications.
* Ability to effectively share knowledge and train team members and users, ensuring smooth implementation and usage of the approved solution.

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| Experience & Achievements |

**Sr. Dynamics 365 Solution Architect / Techno Functional Lead | Houston, Texas** 2023 – Till Date

*Domain Expert Group LC*

* Managed multiple vendors for the continuous improvement work to reduce the Technical Debt with a total annual budget of $3.6Mil.
* Upgrade infrastructure by integrating Dynamics 365 with SAP, TIBCO and MBS using AIS.
* Implemented Life Support Registration, self-service portal and outage management system.
* Worked with the cyber team to get the solution assessed and approved by IRAP Assessor.
* Worked closely with stakeholders from different parts of the business.
* Prepare test cases for test automation and helped third party testers for Pen Testing.

**Dynamics 365 F&O/CRM Solution Architect/ Delivery Manager | Sydney, NSW**  2022-2022

*Fujitsu IT Australia*

* Worked with Federal and State Govt agencies on their new requirements, understanding their current environment, performing gap analysis, recruiting and managing resources.
* Producing well-written, detailed technical articles (documents) tailored to the customer's environment, objectives, and requirements.
* Hands-on experience and certification in Dynamics 365 CE & F&O modules: Project Operations, Field Service, Sales, Marketing, Customer Services, Supply Chain (Manufacturing) and Finance.
* Converted two Dynamics F&O and four Dynamics CRM prospects into loyal clients while acting as a Presales consultant.
* Successfully delivered Dynamics F&O as a solution architect/project manager for a multinational machinery manufacturer and distribution company (budget 1.8 mil)

**Dynamics CRM Solution Architect/ Delivery Lead | Sydney, NSW**  2019-2022

*Ausgrid (National Energy Distribution) | Sydney, NSW*

* Worked with the sales team as a presales solution architect for Business Central and Dynamics CRM securing around $3 mil turnover from placing resources on Govt projects and securing new business each year.
* Led the initial collection and definition of business transformation objectives for a Dynamics CRM implementation with a budget of $1.2 mil for a govt health service provider organization.
* Define the strategy to achieve business transformation objectives related to CRM implementation.
* Develop and support Microsoft Dynamics 365, Power Platform and Azure-based applications for facilities management companies, financial institutions, and education service providers.
* Responsible for developing proof of concept, deploy, and unit test integration components using Azure integration services.
* Managed local and overseas resources as a delivery lead / technical project manager while working on various projects.

**Sr. Dynamics 365 Consultant / Pre-Sales Consultant/ Technical BA** 2017 – 2019

*Dialog IT | Sydney, NSW*

* Successfully delivered End to end implementation of Dynamics CRM &FnO, including Advance Warehousing, Finance and Operation, Supply Chain, Field Service, PSA, and Customer Service as a Technical Lead for the National Hire Equipment company.
* Customized, Developed and deployed Connected Field Service with Mobile app integration.
* Worked on Storage Management Projects, i.e. images and docs, onto the SharePoint Sites to reduce the Db Size of CRM and increase security.
* Developed (IP Solution) Smart Asset Management for the Civil construction industry using plugins, custom workflows, Java Scripts(Support Customization Only) and Azure API Development.
* Dynamics CRM customization for EWON(Energy & Water Ombudsman NSW) using the Dynamics portal.
* Worked on the Customer Service module, customized so that it can be used for customer queries, complaints, issues and suggestions for a government’s grants department.
* Worked with the Australian Electoral Commission to finetune various issues they face within the CRM System. (Marketing module with faulty segmentation sent the wrong message with wrong information to the wrong audience.)

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| Additional Experience |

***Sr. Dynamics CRM Consultant*** Department of Education & Training(Federal Govt) | Canberra, ACT2016 – 2017

***Dynamics AX 2012 Lead (Mfg. & SCM)*** | MBS | Sydney, NSW 2015 – 2016

***Dynamics AX Consultant*** | Link Business | Auckland, NZ 2014 – 2015

***IT Project Manager*** | Hilton Industrial Vacuums | Auckland, NZ 2009 – 2014

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| Education & Certification |

***Certifications -*** PMP | Microsoft Certified Trainer| Microsoft Dynamics 365 Solution Architect| Prosci Certified Change Practitioner| Scrum Master | ITIL (Foundation V4)

***Master of Science*** | Information Technology | Dr C V Raman Uni |India

***Post Grad Diploma*** | Information Technology | IGNOU |India