**Sami Mir**

**Dynamics CRM Developer**

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**Career Objective:**

Microsoft Dynamics D365 CRM, O365, CRM 2015, CRM 2013, CRM Senior Functional Analyst. Microsoft Power Platform senior SME, D365 Power Platform App configurator, CRM Integration Expert, Power BI specialist, CRM UI Configuration Manager, CRM, SSRS Reports, Views, Workflows, Flows, Dataverse, Business Process Flows, Dashboard, Interactive Dashboards, Power BI design expertise. Power Platform web portal developer. Expertise to convert Business Requirements to Functional Design document.

**Certified (MCTS):**

* Microsoft Dynamics CRM 2015 Application
* Microsoft Dynamics CRM 2015 Installations
* Microsoft Dynamics CRM 2015 Customization

**Skills:**

* Microsoft Power Platform all tools, Microsoft Dynamics CRM, SQL, BIDS, Power BI that related to CRM.
* HTML5 to create CRM help section that is a new feature in Microsoft Dynamics CRM 2015
* Proficient in Microsoft Excel: (Able to create complex spread sheet using complex formulas). Microsoft Word: Microsoft Outlook: Microsoft PowerPoint, and Microsoft Access. Ability to create small Microsoft Access database. File storage, creating different hierarchy of electronic filing systems.

**Summary:**

* Dedicated Microsoft Dynamics CRM Power Platform, Dataverse, Flows, Apps, D365 Web Portal, CRM Online, On Premises expertise.
* Responsible to convert requirements to FDD (Functional Design Document) with details how and what technology should be used to fulfill business requirement.
* Responsible to meet with business to gather Dynamics CRM related requirements and breakdown to smaller tasks to work on and work with team to develop CRM projects.
* Responsible to created CRM related documentations BR (Business Requirements), TDD (Technical Design Documents), and FDD (Functional Design Documents).
* Worked with Finance and Supply Chain (F&SC) to provide the appropriate integrated tools and essential support to help secure overall business viability into the upcoming future.
* Assigned tasks to CRM Power Platform Developers, customizers, and other analysts including assignments to myself.
* Development work using state of the art latest Microsoft technology Power Platform.
* Power Platform, Dataverse, Power apps, Flows, Power BI Specialist, Integrated, Developed Power BI Dashboards with Dynamics CRM.
* Created number of Pipeline reports using the latest technology Power Platform that can describe company summary view in few minutes how we are doing.
* Microsoft Dynamics CRM Power Platform Security expert to configure Business Units, Security Rolls, Teams, Hierarchy Security, Access Team, Field Level Security.
* Used Microsoft Power Apps for workflow automation, secure data access and data analysis.
* Fully up to date with all features and functionality of the Power Platform to create dedicated D365 Power Platform Model Driven apps.
* Supporting enterprise CRM Users requirements to develop configure D365 Power Platform CRM report, Views, Dashboards, Interactive Dashboards, Power BI Dashboards.
* Expert in Power Platform Admin Center to manage D365 CRM instances licenses etc.
* Expert in Power Platform Solution to deploy from Dev to Staging to QA to UAT and finally Prod instance. Up to date with company change management policy.
* SSRS/xmls reports experience using SQL Upgrade experienced Microsoft Dynamics CRM from older version or from on-premises cloud.
* CRM integration experience Power Platform Web Portal, expert in data modeling and table relationship to develop in D365 Power Platform.
* D365 CRM Marketing expertise to create segments, events, customer journey and then monitor marketing mass email features to generate valuable leads then auto assign to appropriate sales area through flows or workflows.
* Experience to track and resolves Client related CRM, Outlook Synchronization related issues.
* Continuously staying on top to learn new technology as soon it becomes available from Microsoft.

**Work Experience:**

**Dynamics CRM Developer**

**June 2023- September 2023**

**Source America: Vienna, Virginia**

* Imported Data from 3rd Party System, Front Office Automation (FOA)
* Worked on and bought over Forms and Column Data from SharePoint to 365 CRM.
* Took part in and coordinated Daily Standup Meetings with D365 CRM Team.
* Involved with Hands on Customizations and Configurations on the Dynamics CRM User Interface such as : Updating and Creating Tables, Columns, Forms, Views, Charts, Dashboards, Reports, Workflows Business Rules.
* Prepared and Edited Data in the Source File daily before importing New Data in D365 CRM.
* Mapped all Columns and Column Choice value from the Data Source File to D365 CRM Columns, and Column Choice Values
* Upon Completion of daily Data Import made note of exact number of Failures and Successes,
* Continued to work on Data Import from Data Source File to D365 CRM on a daily basis until there were no Errors and Failures and the Import had finally been successful.
* Used Microsoft Power Apps to create Workflows, Tables, Views, Columns, Business Rules and Business Process Flows.
* 100% working developing within Power Platform except the development components not yet migrated from Legacy to newer power platform technology.
* Attended Daily Stand-up calls with Infosys and customers daily to gather Business Requirements, review what we are working on and what has been completed.
* Translated Business Requirements into Dynamics CRM Functional tasks.
* Used Microsoft Power Apps for workflow automation, secure data access and data analysis.
* Responsible to create D365 prototyping to review weekly with business owners for Proof Of Concept.
* Worked with Finance and Supply Chain (F&SC) to provide the appropriate integrated tools and essential support to help secure overall business viability into the upcoming future.
* Worked with Dynamics CRM team with additional Business Analysts, Administrators, Developers and Senior Solutions Architect to carry out/execute tasks in Dynamics CRM
* Log, Tracked Bugs and other additional issues within JIRA.
* Performed Administration tasks such as testing and configuring, Fields, Forms, Headers/Footers, Sub-Grids, Workflows, Flows, Dialogs, Business Rules and Business Process Flows, Choices.
* Worked on the Security Model within Dynamics CRM such as Reviewing and Configuring Security Roles, Field Level Security, Access Teams, Business Units and Teams
* Participated in multiple meetings with Stakeholders on Project Insights, Timelines and Deliverables.

**Dynamics CRM Developer**

**April 2022-February 2023**

**Infosys: One World Trade Center, New York**

* Prepared Functional Design Requirement Documents, Workflows, Flows, Business Process Flows, Dataverse and Model Driven apps in Power Platform.
* Created a web portal for non-CRM licensed users including external users to create view and to add and edit CRM data directly from Power Platform web portal.
* Converted all features and functionalities from old Legacy CRM to state of the art Microsoft D365 Power Platform technology.
* Used Microsoft Power Apps to create Workflows, Tables, Views, Columns, Business Rules and Business Process Flows.
* 100% working developing within Power Platform except the development components not yet migrated from Legacy to newer power platform technology.
* Attended Daily Stand-up calls with Infosys and customers daily to gather Business Requirements, review what we are working on and what has been completed.
* Translated Business Requirements into Dynamics CRM Functional tasks.
* Used Microsoft Power Apps for workflow automation, secure data access and data analysis.
* Responsible to create D365 prototyping to review weekly with business owners for Proof Of Concept.
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* Worked with Dynamics CRM team with additional Business Analysts, Administrators, Developers and Senior Solutions Architect to carry out/execute tasks in Dynamics CRM
* Log, Tracked Bugs and other additional issues within JIRA.
* Performed Administration tasks such as testing and configuring, Fields, Forms, Headers/Footers, Sub-Grids, Workflows, Flows, Dialogs, Business Rules and Business Process Flows, Choices.
* Worked on the Security Model within Dynamics CRM such as Reviewing and Configuring Security Roles, Field Level Security, Access Teams, Business Units and Teams
* Participated in multiple meetings with Stakeholders on Project Insights, Timelines and Deliverables.
* Did Support work dealing with Customers directly over phone calls to help troubleshoot issues they had been facing and providing feedback and solutions to help resolve their issues.
* Responsible to train the new CRM user on Power Platform.

**Dynamics CRM Developer**

**January 2022 – March 2022**

**Spinnaker Solutions Dallas Texas**

* Migrated Dynamics CRM from On-Premises to cloud.
* Converted everything where possible to latest Power Platform technology.
* CRM Functional Analyst – Responsible to monitor CRM related daily jobs integrated with SQL Data warehouse, Power Platform Web Portal, and accounting systems.
* Managed external Power Platform customers User ID’s and authentication who log in to company Power Platform Web Portal to review and request through D365 CRM portal.
* Review daily exception reports; investigate issues work with team to resolve incorrect data issues.
* Used Microsoft Power Apps to create Workflows, Tables, Views, Columns, Business Rules and Business Process Flows.
* Fulfil CRM, Power BI report, Dashboard, Custom Reports, View requests for the sales team. Responsible to manage Sales team data accuracy in D365 CRM.
* Configure Word Template Account and Customer Tier sheet to snapshot a company profile. Sales lead uses prior to meeting with client.
* Coordinated with Quality Assurance (QA) team, helped testing and to resolved reported bugs.
* Used Microsoft Power Apps for workflow automation, secure data access and data analysis.
* Responsible for Writing, Updating GAP Analysis containing functional requirements and steps to be performed for Dynamics CRM Implementation by Developers.
* Worked with Jira to log, track, and monitor Issues and bugs.
* Worked with Staging, QA, and UAT team to test requested functionality and to help resolve bugs.
* Created short training video on how to log actions in CRM as an activity, how to setup meetings, how to add notes, create personal views, share views and how to synchronize with Outlook.
* Created Pipeline Dashboard for the team led and company executives that showed trends over time.
* Configured, CRM UI’s, Sub-Grids, Data modeling, SSRS reports, charts, Power BI Dashboard integration within D365 CRM.
* Configure workflow, Flows, Dialog, Business Process flow, Business Rules, Dataverse, Rollup and Calculated fields.
* Help Design CRM Security (Business Units, Teams, Security Rolls, Field Level Security, Access Team, and Hierarchy model).

 **Microsoft Dynamics CRM Functional Analyst**

**July 2021-December 2021**

**Wipro Limited New York**

* Worked with and prepared Functional Design Documents, to create Workflows, Flows, Business Process Flows, sub-grids, header footer and User Interfaces.
* Set up the Power Platform environment for the developers and myself to move over everything form legacy to new technology Power Platform.
* Used Microsoft Power Apps to create Workflows, Tables, Views, Columns, Business Rules and Business Process Flows.
* Help sales team to access CRM through Microsoft Power Platform CRM app.
* Used number of new technology features like Power Platform Dataverse, Flows, Model Driven Apps.
* Created Knowledge database as a separate Power Platform Model Driven app with limited to the point sitemap.
* Created table relationship to managed Knowledge topics and related contents in D365 Power Platform entity relationship (1:N)
* Attended Daily Stand-up calls with Wipro and customers daily to gather Business Requirements
* Reviewed and Collaborated with Business to go over and execute Business Requirement Tasks within Dynamics CRM
* Translated Business Requirements into Dynamics CRM Functional tasks.
* Configure Field level security for the sensitive HR data that is visible to only an appropriate HR employees.
* Involved in Extensive periodic prototyping to review weekly process with the Business.
* Managed Microsoft Team to log and monitor D365 CRM Power Platform related project and project related tasks.
* Performed Administration tasks such as testing and configuring, Fields, Forms, Headers/Footers, Sub-Grids, Workflows, Dialogs, Business Rules and Business Process Flows.
* Worked on the Security Model within Dynamics CRM such as Reviewing and Configuring Security Roles, Field Level Security, Access Teams, Business Units and Teams
* Participated in multiple meetings with Stakeholders on Project Insights, Timelines and Deliverables.
* Did Support work dealing with Customers directly over phone calls to help troubleshoot issues they had been facing and providing feedback and solutions to help resolve their issues.

**Microsoft Dynamics CRM Functional Analyst**

**February 2021-June 2021**

**American Nursing Association (ANA) Silver Springs MD**

* 100% Power Platform development environment.
* Converted number of features from Legacy old D365 CRM to newer technology Power Platform like flows, Dataverse, and model driven apps.
* Worked with and prepared Functional Design Documents, Workflows, flows and Business Process Flows.
* Converted almost all the Workflow to new Power Platform technology Microsoft Flows Power Platform technology.
* Used Microsoft Power Apps to create Workflows, Tables, Views, Columns, Business Rules and Business Process Flows.
* Attended Daily Stand-up calls with America Nursing Association and outside vendor (Protech) daily to gather Business Requirements.
* Reviewed and Collaborated with Business to go over and execute Business Requirement Tasks within Dynamics CRM
* Translated Business Requirements into Dynamics CRM Functional tasks by writing the FDD Functional Design Document.
* Developed a unique duplicate detection rule that fixes and alert user to input correct data into D365 CRM.
* Tracked/Logged Issues and Bugs within DevOps.
* Involved in Extensive periodic prototyping to review weekly process with the Business.
* Worked with Dynamics CRM team consisting of additional Business Analysts, Administrators, Developers and Senior Solutions Architect to carry out/execute tasks in Dynamics CRM
* Performed Administration tasks such as testing and configuring, Fields, Forms, Headers/Footers, Sub-Grids, Workflows, Dialogs, Business Rules and Business Process Flows.
* Worked on the Security Model within Dynamics CRM.
* Served as Global admin to manage CRM related users, licenses, products in Power Platform Portal O365 Admin Center.

**Microsoft Dynamics CRM Functional Analyst**

**September 2020-February 2021**

**Otis Elevator Co. West Palm Beach FL**

* Company mandated to move old legacy system to newer Power Platform technology.
* I was responsible for the requirements and to implement Power Platform tools for developers and Business Analysts.
* Worked with the North American division of Otis on Requirements gathering.
* Attended key business meetings to get to know the business process that can be mapped to D365 CRM Power Platform development.
* Configure Position and Manager Hierarchy Security for the Department and for the Senior Management.
* Used Microsoft Power Apps to create Workflows, Tables, Views, Columns, Business Rules and Business Process Flows.
* Reviewed and Collaborated with Business to go over and execute Business Requirement Tasks with Dynamics CRM Development team.
* Translated Business Requirements into Dynamics CRM Functional tasks, added in DevOps and assigned them to an appropriate CRM team member.
* Involved in Extensive periodic prototyping to review weekly process with the Business.
* Worked with Dynamics CRM team consisting of additional Business Analysts, Administrators, Developers and Senior Solutions Architect to carry out/execute tasks in Dynamics CRM
* Performed Administration tasks such as testing and configuring, Fields, Forms, Headers/Footers, Sub-Grids, Workflows, Dialogs, Business Rules and Business Process Flows.

**Microsoft Dynamics CRM Functional Analyst**

**December 2018 to March 2019**

**Mechosystems - Long Island City**

* Worked on a three-month critical time limited project to enhance existing Dynamics CRM 365 online.
* My responsibility Used Microsoft Power Apps to create Workflows, Tables, Views, Columns, Business Rules and Business Process Flows.
* was to review existing User Interfaces, Views, Reports, Dashboards, Business Rules, Workflows and Dialogs.
* I made changes to each CRM object and created several new UI, Business Rules and workflows.
* Adjusted views, reports and dashboards.
* I was responsible to assign security roles along with Business Units.
* Enhanced OOTB Accounts Entity along with Projects and Quotes Custom Entities. Was responsible to assign Projects to the appropriate Sales and Territory representative through workflow automation. Automated Quote Status if it was closed, open, won or lost.
* Automated Social Pan Activities to distribute to team on a weekly basis.

**Microsoft Dynamics CRM Senior Business Analyst, CRM Customization Manager**

**July 2018 to Dec 2018**

**Employed by Trimax America Austin Texas Project is for the State of Texas**

* State of Texas Dynamics CRM project is to help improve the State WIC program (Women Infant Children), pregnant and low-income women who have children by giving them food items depending on their age from newborn to child.
* My role is to work with State of Texas business to gather detailed CRM requirements, create Business Requirements BR(Business Requirements), TDD(Technical Design Documents) and FDD(Functional Design) documents.
* Manage all product related documentations within TFS (Team Foundation Server) and SharePoint.
* I also have expertise to develop Dynamics CRM User Interfaces as the customization manager.
* I have developed number of Workflows, Dialogs, Views, Reports and Dashboards, SSIS Packages, SSRS Reports, Fetch Xml Reports.
* Customized number of user interfaces. I am also responsible to customize entities, entity relationships and map related entity fields.
* To configure complex dynamics scenarios, I work with developers to make sure .NET code development works as per business requirements. Created, managed number of Business Requirement Documents. Sole responsible of all project related documentations.
* The Current Dynamics CRM Project size is, two Project Managers, three Developers onsite, nine developers offshore and including administrators and me two Business Analysts.

**Microsoft Dynamics CRM Senior Business Analyst**

**March 2018 – June 2018**

**Nova South Eastern University - Davie Florida**

* Met with business and designed CRM Security (Business Units, Teams, Access Team, and Hierarchy model).
* Daily CRM Project meetings with several international CRM users and development team.
* Created and trained on new CRM feature to Nova Southeastern University users.
* Configured Product Hierarchy in CRM, Product, Product Family, Product Bundle
* Configured Server-Side Synchronization with Exchange/Outlook.
* Developed at least twenty-five complex Power BI reports and integrated with Dynamics CRM 2016. Nova Southeastern University wanted to use Dynamics CRM on cloud tables to build Power BI Dashboards.
* Mapped CRM 2011 data into Dynamics CRM 2016 Account, Contact, Opportunities, Leads, Cases, Activity, and number of custom entities.
* Developed number of workflows, dialogs, business process flows they are very helpful Nova University is using a lot and depending on those workflows, dialogs and business process flows I have created.
* Customized CRM UI’s, Sub-Grids, Data modeling, SSRS reports, and charts.
* Pipeline Dashboard development for the sales team and executives.
* CRM sitemap, CRM Ribbon menu adjustments as per business needs.
* Trained the trainers, created short training video on how to log activities in CRM.
* CRM sitemap, CRM Ribbon menu adjustments as per business needs.
* Trained the trainers, created short training video on how to log activities in CRM.

**Dynamics CRM Senior Business Analyst**

**March 2017 – July 2017**

**iQor – Parsippany New Jersey**

* Dynamics CRM 365 Senior Business Analyst to support entire organization.
* Responsible to run daily CRM Project related meetings and meet with business & IT.
* Mapped Salesforce CRM data into Dynamics CRM Account, Contact, Opportunities, Leads, Cases, Activity, and number of custom entities.
* CRM Security (Business Units, Teams, Access Team, and Hierarchy model).
* Configured Entitlements, SLA’s Case assignment to an appropriate CRM Queue.
* Client Services Entitlements, SLA, Case automation through CRM workflows.
* Configured Product Hierarchy in CRM, Product, Product Family, Product Bundle
* Configured Server-Side Synchronization with Exchange/Outlook.
* Configured Social Insights view for Account and Contact entity. Created step by step guide on how to integrate Social Insight View with Dynamics CRM.
* Working with 3rd party vendor to integrate Telephony system with Dynamics CRM 365. Call centers integrations throughout the globe. Customer calls are recorded, searched, updated, alert sent to customers/internal team using Microsoft Dynamics CRM.
* In addition to this, each call recorded in CRM for incoming outgoing data integration with Dynamics CRM
* Daily CRM Project meetings with several international CRM users and development team.
* Developed number of workflow diagrams to map iQor existing business flows into Microsoft Dynamics CRM O365 workflows, dialogs and business process flows.
* Created Word Template Account and Customer Tier sheet to snapshot a company profile. Sales lead uses prior to meeting with client.
* Trained the trainers, created short training video on how to log activities in CRM.
* Pipeline Dashboard development for the sales team and executives.
* Customized CRM UI’s, Sub-Grids, Data modeling, SSRS reports, and charts.
* CRM sitemap, CRM Ribbon menu adjustments as per business needs.
* Review daily exception reports; investigate issues work with team to resolve issues.
* Fulfil daily CRM View requests for the sales team. Export CRM data to xls and PDF for the sales team.

**CRM System Senior Business Analyst**

**January 2017 – February 2017**

**Winxnet Solutions Portland**

* Project on State of Maine Department of Health and Human Services through Winxnet Solutions.
* Reviewed Maine Department of Health and Human Services Department to deploy Microsoft Dynamics CRM O365.
* Mapped data from Flexi, Melina and Copax to Dynamics CRM O365 On-line.
* Created number of SSIS/Kingsway soft packages to migrate data from Flexi, Melina, Copax, Excel files, CSV files
* Created number of workflow diagrams to map their existing business flows into Microsoft Dynamics CRM O365 workflows, dialogs and business process flows.
* Review daily exception reports; investigate issues work with team to resolve.
* Fulfil daily CRM View requests for the sales team. Export CRM data to xls and PDF for the sales team.
* Created Word Template Account and Customer Tier sheet to snapshot a company profile. Sales lead uses prior to meeting with client.
* Worked with UAT, QA team to test requested functionality and to help resolve bugs.
* Created short training video on how to log actions in CRM as an activity, how to setup meetings.
* Configured Pipeline Dashboard for the team led and company executives that showed trends over time.
* Developed, CRM UI’s, Sub-Grids, Data modeling, SSRS reports, charts.
* Designed CRM Security (Business Units, Teams, Access Team, and Hierarchy model).
* Expertise on CRM sitemap, CRM Ribbon menu as per business needs.

**Sr. Microsoft 365 Engineer (Senior CRM Business Analyst)**

 **October 2016 – December 2016**

**Dominion Dealer Solutions Indianapolis**

* Responsible to monitor CRM related daily jobs integrated with SQL Data warehouse, Web Portal and accounting systems.
* Review daily exception reports; investigate issues work with team to resolve.
* Fulfil daily CRM View requests for the sales team. Export CRM data to xls and PDF for the sales team.
* Configure Word Template Account and Customer Tier sheet to snapshot a company profile. Sales lead uses prior to meeting with client.
* Coordinated with Quality Assurance (QA) team, helped testing and to resolved reported bugs.
* Worked with UAT team to test requested functionality and to help resolve bugs.
* Helped Dominion to resolve number of bugs reported by QA and UAT users.
* Created short training video on how to log actions in CRM as an activity, how to setup meetings, how to add notes, create personal views, share views and how to synchronize with Outlook.
* Created Pipeline Dashboard for the team led and company executives that showed trends over time.
* Configured, CRM UI’s, Sub-Grids, Data modeling, SSRS reports, charts.
* Configure workflow, Dialog, Business Process flow, Business Rules, and Calculated fields.
* Help Design CRM Security (Business Units, Teams, Access Team, and Hierarchy model).
* Re-adjusted CRM sitemap to remove/add necessary CRM SiteMap components and adjusted CRM Ribbon menu as per business needs.

**Sr. Microsoft 365 Engineer (Senior Business Analyst)**

**August 2016 – September 2016**

 **Altiostar – Tewksbury**

* Worked on a short project to support Altiostar MA office MS Dynamics CRM 2015 with UK. We used Existing deployment method to keep Web Server in UK but main Web and SQL in the Tewksbury MA office.
* Specialist to gather business requirements and then work with CRM project team to deliver.
* Supported over 156 CRM users more than 60 offline using Outlook Express.
* Moving US based home grown excel data, and Sales Logics to MS Dynamics 2015.
* Configured Server-Side Synch with Outlook Contact, Emails, Task, and Appointments.
* Mentored daily jobs runs overnight to update CRM database.
* Created Pipeline Dashboard for the team leads and company executives.
* Configured, CRM UI’s, Sub-Grids, Data modeling, SSRS reports, charts.
* Several requirements to configure workflow, Dialog, Business Process flow, Business Rules, Rollup and Calculated fields.
* Help Design CRM Security (Business Units, Teams, Access Team, and Hierarchy model).
* After UK/US integration daily integration was setup to synch sales data from the data warehouse.

**Education:**

B.A. in Accounting – From Queens College New York…………….. Graduated in 2015.

AAS Associate of Science in Business Administration …Graduated: June 2008 from LaGuardia Community College City University of New York

High School Graduated: June 2005…………………. William Cullen Bryant High School Queens New York